

United States Coast Guard

Integrated Support Command

Honolulu, Hawaii



Housing Handbook

“Premier Pacific Support”

**“To enable successful Coast Guard mission execution
anytime, anywhere;
through foresight and innovation”**

Members of ISC Honolulu Housing Office
were responsible for completion of this Handbook

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ISCHONINST M11101.2D
30 Oct 1998

ISC HONOLULU INSTRUCTION M11101.2D

Subj: HANDBOOK FOR RESIDENTS OF COAST GUARD OWNED AND LEASED
HOUSING

Ref: (a) Coast Guard Housing Manual, COMDTINST M11101.13B
(b) ISC Honolulu Customer Handbook

1. **Purpose.** This manual sets forth information, policy, rules, procedures, and guidelines for Coast Guard Owned Housing residents on Oahu and Leased Housing residents on the islands of Oahu, Kauai, Maui, and Hawaii.
2. **Directive Affected.** This manual supersedes and cancels Base Honolulu Housing Instruction, M11101.2C
3. **Action.**
 - a. It is the responsibility of the Coast Guard sponsor residing in Government owned or leased housing to become familiar with the contents of this manual and applicable portions of references (a) and (b). Sponsors shall ensure their dependents and guests abide by the contents of this manual.
 - b. A copy of this manual shall be given to each incoming resident on the day that they occupy Government owned or leased housing. All changes and notices shall be distributed to each resident, as they become effective.
 - c. Any comments or suggestions concerning this manual or the housing program are welcome and should be forwarded in writing or by phone to the Integrated Support Command's Housing staff.

C. M. KELLY

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CHAPTER ONE

HOUSING OVERVIEW AND ORGANIZATION

1.01 HOUSING OVERVIEW

A. The Coast Guard owns 325 housing units on Oahu, six on Maui, six on Kauai, and five on the "Big Isle." The Coast Guard also manages approximately 30 Leased Housing units throughout Hawaii. Owned Housing units on Oahu are located in three different areas on the island and provide housing to Coast Guard personnel and their families.

1. *Diamond Head Quarters*: This well known Hawaii landmark is located at the base of Diamond Head Crater and the Pacific Ocean and serves as the residence of the Fourteenth Coast Guard District Commander.

2. *Wailupe Quarters*: Wailupe is comprised of six houses located in the area known as Aina Haina on the Wailupe Peninsula between Diamond Head crater and Koko Head crater. District and other senior officers reside here.

3. *Kia'i Kai Hale (KKH)*: KKH is the largest housing area on Oahu and contains 318 units for officer and enlisted personnel. KKH is located six miles from downtown Honolulu and three miles from Pearlridge Shopping Center. KKH is divided by the Moanalua Freeway (Highway 78) into KKH Phases 1 and 2. Phase 1 was constructed in 1968; Phase 2 in 1972. KKH units have two, three, or four bedrooms.

1.02 HOUSING ORGANIZATION

- A. Commandant (G-WPW-1): Coast Guard Housing Programs Management Division (G-WPW-1) is the overall Headquarters (HQ) component and is responsible for managing the Coast Guard's Housing Program.
- B. Maintenance & Logistics Command - Pacific (pp) (MLCPAC): MLCPAC (pp) is the intermediate HQ level Housing Program Manager for the pacific region.
- C. Area Housing Authority (AHA): The highest governing authority for housing in the Fourteenth Coast Guard District (D14) is the AHA. Commanding Officer, ISC Honolulu is the designated AHA and is responsible for overall administration, maintenance, and execution of HQ's and MLCPAC's guidelines and policies governing the housing program.
 - 1. Two Branch Divisions under the direction of the AHA at ISC Honolulu are responsible for the housing program in Hawaii. ISC Honolulu's Housing Branch (eh), of ISC's Engineering Division, is responsible for overall administration and execution of the Owned and Leased Housing programs. ISC Honolulu's Housing Maintenance Branch (eh), of ISC's Facilities and Engineering Division, is responsible for maintenance of all Owned Housing on Oahu.
 - a. Housing Branch (eh): This office is located in KKH Phase 1 near the Coast Guard Gas Station. Housing staff components of this branch include the following:
 - (1) Area Housing Officer (AHO): The AHO is responsible for administration, maintenance, supervision, and execution of HQ's, MLCPAC's, and AHA's guidelines and policies governing the housing program within D14. The AHO manages and allocates funds based on spend plans submitted by LHO's. The AHO has the flexibility of shifting funds from housing sites that may not need the funds to those sites that need additional funding. ISC Honolulu's Housing and Transportation Branch (eh) Chief has been designated by the AHA to serve as the AHO.

Housing Branch (eh) phone list:

AHO..... 831-2764
LHO (Oahu only)..... 831-2765
Leased Housing Manager..... 831-2765
(check-in/out appointments)
Owned (KKH) Housing Inspector..... 831-2763
(check-in/out appointments)
Fax 834-2757

- (2) Local Housing Officer (LHO): The LHO is responsible for execution of HQ's, MLCPAC's, AHA's, and AHO's guidelines and policies governing housing. Each island has an LHO and is responsible for Owned Housing within that geographical

area. Outer island LHO's are responsible for submitting housing spend plans to AHO. LHO's are the primary point of contact for Owned Housing assignments within their area of responsibility as indicated below. Each LHO shall designate, in writing, an LHR to serve as the point of contact (POC) for unit level complaints, suggestions, information, and other housing matters.

- (a) Oahu LHO: The LHO for all commands on Oahu, except Air Station Barbers Point and Communication Station Honolulu, is designated by the AHA and works directly for the AHO in ISC Honolulu's Housing and Transportation Branch. CO's of Air Station Barbers Point and Communication Station Honolulu shall designate their own LHO and respective LHR.
 - (b) Maui LHO: The CO or OINC of Station Maui is designated as the LHO for Maui.
 - (c) Kauai LHO: The CO of USCGC KITTIWAKE is designated as the LHO for Kauai.
 - (d) Hawaii (Big Island): The CO of USCGC KISK is designated as the LHO for Hawaii.
 - (3) Leased Housing Manager (LHM): The LHM is responsible for administration, maintenance, supervision, and execution of HQ's, MLCPAC's, AHA's, and AHO's guidelines and policies governing the Leased Housing program within D14.
 - (4) Local Housing Representative (LHR): The LHR is a unit level-housing representative designated by the LHO who is responsible for that unit's geographical area. The LHR is responsible for all HQ, MLCPAC, AHA, AHO, and LHO guidelines and policies governing housing. The LHR also serves as the primary POC for complaints, suggestions, information, and other housing matters at the unit level.
- b. Housing Maintenance Branch (Oahu Owned Housing only): The Housing Maintenance Branch is located in KKH Phase 1 near the Coast Guard Gas Station. The procedures for initiating maintenance or work order requests for KKH or Wailupe are contained in Chapter 4 of this Handbook.

(1) Housing Maintenance Branch (eh) phone list:

Branch Office 831-2755/2756
Or 831-2772/2773
Emergency Cellular284-0836
KKH Duty Pager530-4321
Fax 831-2757

(2) KKH Housing Maintenance Contractor:

Work Orders/Repair Requests .. 833-8133
Or 831-2760
KKH/Red Hill Aloha Kits 833-8133

2. Housing Council: The Housing Council is chaired by the Oahu LHO. The vice-chairman is KKH Housing Maintenance Branch Chief. Members of the council include Oahu unit Ombudsmen (on a voluntary basis) and LHRs. The council meets quarterly to discuss housing issues that affect residents of CG Owned Housing areas only on Oahu. For Air Station Barbers Point, Communication Station Honolulu, and all outer island units, contact your LHO for information on their councils. Typical topics include upcoming renovations, construction projects, complaints, security issues, etc. The council works as a cohesive group to improve communication, education, and the overall housing experience. Any KKH or Wailupe resident who wishes to have an issue addressed at the Housing Council meeting may either contact the Oahu LHO, their Ombudsman, or unit LHR. Minutes from the quarterly meetings will be prepared by the LHO and distributed to all council members and published in the Blue Horizon.

CHAPTER TWO

HOUSING REGULATIONS

2.01 PURPOSE AND GENERAL INFORMATION

- A. The purpose of this chapter is to provide basic guidance on the rules and regulations to be followed by all personnel, and to their dependents, guests, and visitors, who reside in CG Owned Housing on Oahu (KKH, Wailupe, Diamond Head). This chapter also applies to personnel, and to their dependents, guests, and visitors, who reside in CG Leased Housing on Oahu, Maui, Kauai, and the Big Island. These rules and regulations do not apply to personnel residing in CG Owned Housing controlled by Station Maui, USCGC KITTIWAKE (on Kauai), or USCGC KISKA (on the Big Island) since the OINC/CO of each of these units has been designated by the AHA to serve as LHO. Failure to comply may subject the resident to eviction from Owned or Leased quarters, and/or disciplinary action(s).
- B. Under authority of 14 U.S.C. 475(a), Leased Housing is a privilege provided to Coast Guard members in areas where specific pay grades are unable to afford adequate housing due to high costs, unavailability, or lack of Government Owned Housing. The privilege to occupy Leased Housing is not guaranteed. All personnel should be prepared to locate private housing on the open market, regardless of local housing market conditions or the anticipated availability of Leased quarters.

IMPORTANT - HOW TO USE THIS CHAPTER:

The rules and regulations in this chapter are broken down alphabetically, and where applicable, into "**OWNED**" and "**LEASED**" Housing sections. The term "**OWNED**", only applies to residents of CG Owned Housing on Oahu. The term "**LEASED**" applies to all residents of CG Leased Housing throughout D14. See the Table of Contents for easy access to information.

2.02 ADDITIONS AND MODIFICATIONS

OWNED:

- A. Self-help additions, alterations, and/or modifications to building, electrical, plumbing, cooling, or mechanical structures, or to exterior areas or foliage may cause hazardous, unsafe conditions or affect the manner or cost of maintenance. In general, ensuring uniformity in all Owned Housing areas plays an important role in reducing maintenance costs. Therefore, any desire to change, alter, or modify the existing quarters must be expressed in writing to the Oahu LHO (of ISC's Housing Branch) and be approved **prior** to actually making additions, alterations, or modifications. Enclosure (1) contains ISC Honolulu Housing Form HSG-001, Housing Modification Form, which shall be used to request alterations or modifications to Government Owned Quarters. The request should include the reason for the addition or modification, detailed plans, names of personnel or companies to make changes, materials to be used, costs, and who will bear the costs. This will enable the LHO to evaluate the request based on its merits and costs. Mail, hand carry or fax (831-2757) the request when completed. All requests will be classified as:
1. Approved, but does not conform to overall uniformity and objectives of housing program; quarters must be returned to original condition prior to vacating.
 2. Approved and conforms; addition or modification may remain permanent upon vacating.
 3. Not Authorized. Addition or modification does not conform, is unsafe, or can only be completed by Housing Maintenance or contract; self-help not an option.
- B. Electrical alterations are NOT authorized, with the exception of fixture/bulb replacement. If you choose to purchase a different light fixture, you may exchange it with the original light fixture utilizing only the existing electrical service; the original fixture must be reinstalled prior to termination. Modifications such as increasing the breaker load size or rerouting of circuits are strictly prohibited. **ELECTRICITY KILLS!** Only certified and experienced electricians are authorized to perform electrical work.
- C. Carpeting is authorized but must be removed prior to termination. Tacking strips that are nailed into the floor are not allowed and, if found, the resident will be responsible for tile repair. All tape and cleaning residue must be removed prior to termination.
- D. Window mounted Air Conditioners (AC's) must be requested and approved using enclosure (1) prior to installation. Contact the KKH Housing Maintenance Branch (831-2772) **prior to actually purchasing an AC** for the acceptable Energy Efficiency rating (EER). If the EER of an AC is not within acceptable ranges, the request will be denied. See [Section 2.03](#), Air Conditioners and [Section 2.13](#), Energy Conservation for more information.
- E. Alterations may be left for the next resident if written authorization is received by the LHO from the resident clearly stating that they accept the alteration and take responsibility for the alteration and any damage resulting from the alteration. This means a new resident may be

accepting a carpet sight unseen, and the condition of the floor beneath the carpet. For this reason, the acceptance must be clearly stated for the Housing Office to authorize transfer to the new resident. The Housing Office will not accept responsibility for conditions that are not visible when alterations are being left in the quarters.

F. Permanent pools or hot tubs are not authorized.

G. Wallpapering is not authorized in Owned or Leased Housing units.

LEASED:

A. Any structural, electrical or mechanical changes to the existing structures may cause hazardous conditions or affect the manner or cost of maintenance. In general, permission from the owner or the agent/landlord representing the owner, as well as the Leased Housing Manager (LHM) must be granted before any changes are made. Therefore, any desire to change or modify the existing quarters must be expressed to the Leased Housing Manager in writing and be approved prior to making such changes or modifications. The request should include the reason for the change or modification, detailed plans, names of personnel or companies to make changes, materials to be used and who will bear the cost of the change or modification. This will allow the LHM to evaluate the request based on its merits and costs. Wallpapering is not authorized in Leased Housing units.

2.03 AIR CONDITIONERS

OWNED:

- A. Residents of Owned Housing may not purchase and install window-mounted air conditioners (AC) unless requested and approved on [Enclosure \(1\), Housing Modification Form](#). The form must be routed through the Local Housing Officer (LHO) of the ISC's Housing and Transportation Branch. The completed form can be faxed (831-2757), mailed or hand carried. Contact the Housing Maintenance Branch (831-2756) **prior to actually purchasing an AC** for the acceptable Energy Efficiency rating (EER). If the EER of an AC is not within acceptable ranges, the request will be denied. If you have installed an AC without approval, complete the Modification Form for the AC(s) and provide it to the LHO for retroactive approval.
- B. The AC and all mounting or support pieces shall be removed and the housing unit shall be returned to original condition prior to vacating, even if the incoming resident buys and assumes responsibility for the AC.
- C. If an AC breaks or is no longer usable, DO NOT place near or in trash dumpsters. This is a violation of Environment Protection laws. Contact the Housing Maintenance Office for disposal procedures.
- D. Care shall be taken when installing an AC to prevent damage to windows and windowsills. Supports shall be sturdy enough to accommodate the AC's weight and potential high wind speeds.
- E. Using window AC's is a privilege that accounts for a large portion of the ISC's overall housing energy budget. See [Section 2.13](#), Energy Conversation, for more information about the recent 12 percent energy reduction mandate. Operating AC's while the residence is unoccupied is prohibited. Residents are strongly encouraged to turn AC's off during cooler winter months and to close interior doors and windows to concentrate cool-air flow. Excessive energy consumption due to AC usage may result in removal of the AC(s).

LEASED:

- A. Residents of Leased quarters are not authorized installation of ACs.

2.04 ALOHA KITS

OWNED/LEASED:

A. Aloha Kits are temporary furnishings and household goods (HHG) provided on loan for use before or after personally owned HHG's have been delivered or shipped out. There are two Aloha Kit programs for Oahu based personnel. The first is for personnel who reside either in Leased Housing or on the economy. The second is for personnel who reside in KKH Red Hill, Wailupe, or Diamond Head Owned Housing.

1. Leased/Economy residents: 831-2765

- a. Residents are responsible for pickup and delivery of Leased/Economy Aloha Kits. The kits are stored on Sand Island. Personnel are allowed to pick and choose kit items, depending on needs. All of the items must be returned to ISC Honolulu on Sand Island within 5 days upon delivery of HHG's or on or before PCS departure. Call 831-2765 for more information.

2. KKH Red Hill/Wailupe/Diamond Head Owned Housing residents: 831-2765

- a. Residents are responsible for making arrangements for delivery and pickup of Red Hill Aloha Kits by calling the Housing Maintenance Contractor at 831-2755. Arrangements to have the kits picked up must be made so that the kits are picked up within 5 days upon delivery of HHG's or PCS departure.

(1) Arriving Residents: If timely and accurate arrival notification is made, the housing office will arrange to have kits delivered prior to arrival of new residents. Inbound personnel are encouraged to call the Housing Maintenance Contractor to confirm arrival and delivery dates prior to departure from the old PDS. New residents are required to verify and sign the inventory checklist included with the kit and return the form to either the Owned Housing Inspector or to the Housing Maintenance Contractor within 5 days after arrival. KKH Red Hill Aloha Kit items are delivered in a standard package; residents do not have the option of picking and choosing items.

(2) Departing Residents: Pickup of Aloha Kits by the Housing Maintenance Contractor is made **only on weekdays**. Departing members must be present when Aloha Kits are picked up. If residents desire to have Aloha Kits picked up after PCS departure, or when PCS departure on a weekend or holiday is authorized by the Owned Housing Inspector (based on termination inspections), the member must designate a friend, coworker, or neighbor to act on the member's behalf. This designated individual must be physically present when the Housing Maintenance Contractor arrives to pick the Aloha Kit up. This individual will be responsible for verifying and signing the inventory checklist. In these instances, departing residents must give this designation information to the Housing Maintenance Contractor when the appointment is scheduled.

- b. Residents are responsible for the contents of Aloha Kit items. Repair or replacement of broken or lost Aloha Kit items will be at resident's expense.
- c. The Aloha Kit program is not to be utilized by residents to furnish their residence. The use of the Aloha Kit items to replace or substitute for resident owned HHG's or broken appliances is not authorized.

2.05 BICYCLES, SKATEBOARDS, ROLLER-BLADES, & ROLLER-SKATES

OWNED:

- A. All bicycle, skateboard, roller-skate, and roller-blade riders are required to wear, **at all times**, a properly secured safety helmet. Other safety and protection devices such as knee/elbow pads and gloves are strongly encouraged. Any child who is under 12 years old is not permitted to ride or operate bicycles, skateboards, roller-skates, or roller-blades after dark in KKH or Wailupe Owned Housing areas.
- B. Riders shall operate in a safe and considerate manner. Unsafe practices may result in accidents. Avoid riding against traffic, turning in front of approaching automobiles, and operating at excessive speeds. Bicycles ridden in housing areas shall be in a safe condition for operation, including proper reflective mirrors, mechanical integrity, and proper safety equipment.
- C. Bicycle Child Carrier Seats: Due to the potential for serious injury or death, anyone who desires to carry children on bicycle carrier seats in Owned or Leased Housing areas, or on other military installations shall ensure that only competent and physically capable adults will operate the bicycle. Riding with such equipment shall be restricted to parks, bicycle paths, quiet streets or courts, and never on steep inclines or declines. Infants are never to be carried in a bicycle seat, nor in a chest or backpack while operating a bicycle. Each child needs to be strong enough to sit and hold head upright and unsupported with the added weight of a safety helmet. The carrier seat shall be securely attached over the rear wheel and be anchored to the rear wheel's axle. The seat must have a high back and have sturdy shoulder harness systems with lap belt. Please, be very careful when operating a bicycle with a child carrier seat.

LEASED:

- A. Refer to the Leased Housing complex's regulations for bicycle and other recreational equipment usage rules.

2.06 CHILD SUPERVISION

OWNED/LEASED:

A. Children, as well as all other dependents, guests, and visitors, are the responsibility of the sponsor resident. The actions and behaviors of these sponsored individuals must conform to the overall objectives of the Coast Guard Housing Program. One of the most important objectives is to provide a safe environment for Coast Guard families, and most especially, for their children. Due to the nature of this complex issue and considering the fact that there are several sources from which Child Supervision laws and regulations originate (i.e. State, Federal, Headquarters, and ISC Honolulu), several terms must be identified and defined in order to make clearer the Coast Guard's policies concerning child supervision responsibilities.

1. **Child** - Any person who is between 0 and 18 years old.
2. **Juvenile** - Any person who is 12, but less than 18.
3. **Adult** - Any person who is 18 years old or older AND who demonstrates mature judgment and responsibility.
4. **Baby-Sitter** - Any person 12 years old or older who accepts the responsibility of child supervision.
5. **Supersitter** - A Juvenile who completes a baby-sitting training courses with an accredited organization and receives a certificate documenting their proficiency.
6. **Child Care Provider** - Adult who is certified by the Coast Guard to perform professional Child Supervision.
7. **Child Supervisor** - Adult, Child Care Provider, or Baby-Sitter who has the understanding that they have and accept the responsibility of a child's or children's safety, behavior, and movement.
8. **Child Supervision** - To direct and watch over the safety, behavior, and movement of a Child or Children.
9. **Direct Supervision** - When the Child Supervisor is physically in the immediate presence of the child/children requiring supervision and is personally administering the supervision for such child/children.
10. **Indirect Supervision** - When the Child Supervisor is within eye and/or ear range (contingent upon physical capability of Child Supervisor) of child/children being supervised.

11. **Secondary Supervision** - Is the use by a Child Supervisor of a second person who is 10 years old or older to provide Direct Supervision of a child/children. However, Indirect Supervision by the Child Supervisor is still required.
 12. **Absentee Supervision** - Child Supervision where supervisor is not required to be in physical and/or seeing and hearing range at all times, but where safety, behavior and movement of child/children is monitored through other forms of communication/supervision. See Child Supervision Policy following these definitions for specific criteria involved in Absentee Supervision.
 13. **Juvenile Correctional Board (JCB)** - A JCB is a disciplinary body chaired by the Commanding Officer of Integrated Support Command Honolulu, or of those designated by the Commanding Officer. The purpose of the JCB is to hear allegations of Juvenile misconduct (illegal, immoral, dangerous, and/or anti-social behavior) by Command Sponsored dependents, their guests and/or visitors, in Coast Guard Owned or Leased Housing areas, or on other military installations. This disciplinary body also determines and exercises appropriate actions to prevent reoccurrence.
 14. **Family Advocacy Program (FAP)** - A Coast Guard program designed to address all aspects of intervention concerned with child, spouse, sibling, parental and elder abuse, and family violence incidents involving active duty, reserve, and retired military personnel and/or their family members.
 15. **Child Abuse/Neglect** - Includes physical injury, sexual maltreatment, emotional maltreatment, and deprivation of necessities, or combinations, of/for a child by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened.
 16. **Lack of Supervision** - Inattention on the part of, or absence of, the caretaker (supervisor) that results in injury to the child or leaves the child unable to care for him and/or herself, or the omission to have the child's behavior monitored to avoid the possibility of injuring self and others.
 17. **Family Program Administrator (FPA)** - A civilian Human Services professional positioned at the ISC who serves as the regional director of the Family Advocacy Program and serves as the primary point of contact for all reports of family violence.
- B. Coast Guard Owned and Leased Housing Child Supervision Policy is determined and set by the Commanding Officer of ISC Honolulu using a compilation of many laws and directives. The regulations contained in this policy shall be strictly followed and adhered to by all members of the Coast Guard, regardless of individual housing situations or status.
1. All children under the age of 18 must receive appropriate supervision at all times. When parents fail to provide appropriate supervision, those parents are neglecting their responsibilities and have committed child neglect, a form of child abuse. The ISC will hold parents responsible for the safety, behavior, and movement of their children at all

times and will take appropriate actions if parents are found to be in violation of this policy.

2. All children 3 years of age and under must be provided Direct Supervision at all times. Again, Direct Supervision is when the Child Supervisor is physically in the immediate presence of the child/children. There are no exceptions.
3. All children who are 4, 5, or 6 years old must be provided Direct Supervision at all times, unless there is Secondary Supervision available, then Indirect Supervision is allowable. The only exception is when 5 and 6 year old child/children walk directly to and from school/bus stop and home, then Absentee Supervision is allowable.
4. All children who are 7, 8, or 9 years old must have at least Indirect Supervision at all times. The only exception is when the child/children walk directly to and from school/bus stops and home, then Absentee Supervision is allowable.
5. All children/persons who are 10, 11, 12, 13, 14, 15, 16, or 17 years old may be allowed Absentee Supervision for limited periods of time if they are not found to be participating in illegal, immoral, dangerous, or anti-social behaviors. The allowable time restrictions are as follows:
 - a. Children 10 and 11 years old are allowed Absentee Supervision for a period of not more than 3 hours consecutively without Direct Supervision.
 - b. Juveniles who are 12, 13, 14, or 15 years old are allowed Absentee Supervision for a period of not more than 12 hours consecutively, day or night.
 - c. Juveniles who are 16 or 17 years old are allowed Absentee Supervision for periods of not more than 24 hours consecutively, depending on the Supervisor's reasons for absenteeism. Appropriate reasons for Supervisor's absenteeism would include but not be limited to work requirements of parents (such as duty), family emergencies, juvenile's participation in youth retreats/programs, and other unforeseen activities. Leaving juveniles behind unsupervised while parents go on vacation is strictly prohibited and is not considered to be an appropriate justification for Absentee Supervision.
6. The ISC fully supports the State of Hawaii Curfew Law that requires all children under the age of 16 to be in their homes by 10:00 p.m. (2200 hours) unless that child is being directly Supervised by a mature and responsible adult.

C. Noncompliance with the Child Supervision Policy.

1. All allegations of non-supervision or inappropriate supervision will be considered as possible child neglect and as such, must be reported (mandated by Commandant's Instruction 1750.7B) to the Family Advocacy Program's representative and to the sponsor's command for action.

2. All substantiated cases of child neglect/abuse will be forwarded to the AHA. A substantiated case of neglect/abuse may be considered as grounds to curtail or deny housing privileges.
3. Inappropriate, illegal, dangerous, and/or anti-social behavior committed by a juvenile in or on Coast Guard facilities may be brought by security or by the AHA before the Juvenile Correctional Board (JCB) for action. The juvenile will be escorted to the JCB by his/her parents or guardian. Action taken by the JCB will not preclude or depend on legal, police, or court action(s).

2.07 CLAIMS FOR PROPERTY DAMAGE OR LOSS

OWNED/LEASED:

- A. The Coast Guard Claims and Litigation Manual, Commandant Instruction M5890.9 (Series), Chapters 3 and 6-G, detail the requirements for filing claims **OTHER** than those arising from shipment of Household Goods (HHG) and Privately Owned Vehicles (POV) under PCS Orders. This includes claims for property damaged or lost by fire, flood, hurricane, or other natural disaster, or other unusual occurrences not due to the fault of the claimant such as electrical or plumbing malfunctions, or by theft or vandalism while assigned to Owned or Leased Housing.
- B. Procedures as contained in Chapter 3, 6-G, and 6-H of the Coast Guard Claims and Litigation Manual shall be followed for filing claims. Members who have incurred damages or loss as a result of theft or vandalism shall call Fort Shafter Military Police or the Honolulu Police Department immediately upon discovery and obtain a Police Report to substantiate the claim.
- C. Upon receipt of Police Report, if applicable, members should then contact their unit's Personal Property Damage Claims Investigations Officer (IO) for assistance in preparing claims. If an IO is not available, contact ISC Honolulu's Transportation Branch at 541-1501, 1502, or 1503 for assistance in preparing claims.

2.08 COMMERCIAL ENTERPRISES

OWNED/LEASED:

- A. Commercial enterprise and home-based business activities are authorized while occupying Government Owned or Leased Housing provided that the activities do not have a negative impact on the housing community or environment. Increased traffic, parking, noise, disturbances, and excessive electricity and/or water usage may result in revocation of these privileges.
- B. Written notification must be received by the ISC's Housing and Transportation office (Oahu LHO) prior to conducting business activities. Written notification should be in the form of a letter and contain information about the type of business, hours of operation, and targeted customer base (military personnel, housing residents, school age children, general population, etc.). Mail notifications to:

Commanding Officer (ph)
USCG Integrated Support Command
400 Sand Island Parkway
Honolulu, HI 96819

- 1. Notification is not required for "pocket-money" activities like car washing, paper routes, lawn mowing, baby sitting (except In-home Daycare), and yard sales.
- C. Since Door-to-Door sales, canvassing, and solicitation for profit purposes is prohibited in all housing areas, commercial enterprise and business advertisement must be accomplished through regular mail, authorized bulletin boards, electronically (e-mail/internet), or other similar method. Door-to-Door distribution of Mary Kay, Avon, or other company/business literature/pamphlets is **strictly prohibited**. See [Section 2.12](#) for specific regulations concerning Door-to-Door sales.
- D. Daycare or Childcare businesses shall only be operated and conducted after Coast Guard licensing and certification procedures have been completed. For more information on Daycare licensing and certification, contact the ISC's Work-Life Dependent Resources Coordinator at 831-2762 or 541-1584.

2.09 COMPLAINTS AND NEIGHBOR DISPUTES

OWNED/LEASED:

- A. The Coast Guard Housing Program is dedicated to creating and maintaining a harmonious community for members and their families. Residents shall strive to value this harmony by acting in a considerate and respectful manner.
- B. The ISC Housing and Transportation Branch's (ph) Owned Housing Inspector is the primary POC for KKH/Wailupe Owned Housing neighbor complaints and disputes; the ISC's Leased Housing Manager is the primary complaints and disputes POC for residents in Leased Housing on Oahu. Neighbor complaints and disputes that arise for personnel residing in all other Owned or Leased Housing areas (Air Station Barbers Point, outer islands, etc.) shall be resolved by that unit's designated Local Housing Officer (LHO). These LHO's are strongly encouraged to develop, where applicable, similar complaint and dispute resolution procedures as outlined in Paragraph D below.
- C. Complaints and neighbor disputes shall be handled at the lowest possible level. However, if residents living in KKH and Leased Housing (on Oahu) are involved in a situation that can't be resolved, contact ISC Honolulu's Housing Branch (eh) at 831-2764 or 831-2765 before the situation escalates. If the safety, health, and well-being of anyone or the destruction of anything is threatened or occurs, immediately call the Fort Shafter Military Police or the Honolulu Police Department and retain a copy of any reports or documents.
- D. The following steps shall be taken for KKH, Wailupe, and Oahu based Leased Housing complaints and disputes **until** the complaint or dispute is resolved:

Step 1 - Respectfully approach those with whom you are having problems. Think "win-win". Try first to understand, then to be understood. Resolve the situation mutually and agreeably. If unresolved, call (eh) for initiation of Step 2.

Step 2 - (eh) acquires written documentation from all parties and assesses causes. (eh) then addresses those causes with responsible resident(s) and provides mediation and direction. If unresolved, Step 3 will be taken.

Step 3 - (eh) calls all parties together and mediates in a formal manner towards resolution. If unresolved, Step 4 will be taken.

Step 4 - (eh) addresses situation in writing to responsible resident(s) Commanding Officer(s) to take for action. If unresolved, Step 5 will be taken.

Step 5 - (eh) takes administrative and/or disciplinary actions against responsible resident(s) and/or resident(s) housing is terminated.

2.10 CURFEW AND QUIET HOURS

OWNED/LEASED:

- A. Hawaii State law stipulates that minors under the age of 16 must be in their homes by 10:00 p.m. unless supervised by a responsible and mature adult. This law applies to all dependents, guests, and visitors of members living in all Owned and Leased Housing areas in the State of Hawaii. Curfew law and quiet hour regulations for KKH residents is enforced by the Fort Shafter Military Police. The Honolulu Police Department enforces Curfew law and quiet hour regulations for Leased Housing residents (on Oahu). Incidents of minors who are found to be in violation of the policies/law as contained herein may be documented and forwarded to the Area Housing Authority (AHA) or the Oahu Local Housing Officer (LHO) for action.
- B. Quiet hours for KKH and Wailupe Owned Housing areas are between 10:00 p.m. and 7:00 a.m. Leased Housing areas also have the same quiet hours, unless superseded by the apartment or unit complex regulations or "House Rules".
- C. The Coast Guard Housing program is dedicated to providing a safe and comfortable environment to members and their families. In order to meet this objective, **outdoor** social events, parties, and gatherings in KKH/Wailupe are not authorized during quiet hours and must be concluded or taken indoors by 10:00 p.m. In cases where complaints are lodged of unruliness or unacceptable noise or activities during **non-quiet hours** (prior to 10:00 p.m.), then the activity or event must immediately be concluded or taken indoors.

2.11 DAMAGE TO QUARTERS

OWNED/LEASED:

- A. Residents are liable for damage to their quarters and other damages suffered to Government or Government Leased property when it is above normal wear and tear. The resident shall be held financially and legally responsible for sponsored dependents, visitors, guest's, and pet's actions. This liability includes damage incurred by either negligence or abuse. The Coast Guard may also initiate administrative and/or criminal processes if so warranted.
- B. When liability has been established using standard Coast Guard Claims Processing and investigative procedures, residents may elect to repair such damages themselves, hire a contractor to make repairs, have the owner/agent/landlord (Leased Housing only) make repairs at the resident's expense, or have the Housing Maintenance Contractor make the repairs (KKH/Wailupe Owned Housing only) at the resident's expense. Acceptance of repairs shall be to the Local Housing Officer's satisfaction.

2.12 DOOR-TO-DOOR SALES, CANVASSING AND SOLICITATION

OWNED:

- A. Door-to-Door sales, canvassing, fund raising, and solicitation is normally prohibited in all Owned Housing areas. Children of residents may make door-to-door sales of goods for nonprofit activities such as Girl Scout cookies and school fund-raising programs. Children involved in these types of activities must be supervised in accordance with the "Child Supervision" regulations as contained in [Section 2.06](#) of this handbook. As stated in "Commercial Enterprises", [Section 2.08](#), door-to-door sales activities for profit purposes and door-to-door distribution of pamphlets or advertisements, such as Mary Kay, Amway, Avon, etc., **is strictly prohibited.**

LEASED:

- A. Door-to-Door sales, canvassing, fund raising, and solicitation for profit and nonprofit purposes in Leased Housing areas is regulated and documented by each unit's or complex's House Rules. Contact your unit's landlord or agent for specific guidelines.

2.13 ENERGY CONSERVATION

OWNED/LEASED:

- A. The Commandant has mandated that all Coast Guard units must take a 12 percent reduction in their annual energy budgets beginning October 1, 1997. This includes total energy consumption for all housing areas.
- B. ISC Honolulu has been working closely with Civil Engineering Unit Honolulu to conserve not only energy, but also water, in KKH, Wailupe, and Diamond Head Owned Housing areas through improvements such as installation of low-flush toilets, energy efficient windows, and future installation of solar water heaters. Other projects are under review.
- C. Window mounted AC's consume a large amount of electrical energy. Therefore, all AC's must conform to approved Energy Efficiency ratings (EER) and standards. Contact the Housing Maintenance Branch (831-2756) **prior to actually purchasing an AC** for acceptable EER ratings. If the EER rating of an AC is not within acceptable ranges, the AC shall not be installed. See [Section 2.02](#), Additions and Modifications, for application and approval procedures. See [Section 2.03](#), Air Conditioners, for specific AC usage regulations.
- D. Coast Guard needs your help in order to meet the mandated energy budget cuts. If you have suggestions or ideas that will reduce energy costs, please call the Housing Maintenance Branch at 831-2756 or the ISC's Engineering Officer at 541-2437. All personnel residing in Owned or Leased Housing areas/units are strongly encouraged to:
- Turn off AC's, lights, and appliances when away/unused.
 - Turn off AC's during cooler months/periods.
 - Turn off ceiling fans in rooms not occupied.
 - Close exterior doors and windows and interior doors and closets to restrict cool-air flow to occupied areas only.
 - Turn Christmas lights/decorations off when retiring.
 - Install low-flow showerheads.
 - Replace 100 watt bulbs with low-watt/energy saving bulbs.
 - Call the Housing Maintenance Contractor at 831-2760 to repair water leaks.
 - Only water lawns before 8:00 a.m. and after 6:00 p.m
 - Install and use garden hose nozzles.

2.14 FIREARMS & DEADLY WEAPONS

OWNED/LEASED:

- A. Hawaii Revised Statutes, Section 134 - Firearms and Deadly Weapons Law, provides guidance for firearm and weapons regulations. All Hawaii based Coast Guard personnel, their sponsored dependents, guests, and visitors, whether occupying Government Owned or Leased Housing, or living on the economy, must comply with this law, other Federal and State laws, and with all specific Coast Guard and ISC Honolulu regulations pertaining to firearms and deadly weapons.
- B. In order to make clearer the regulations, the below terms are defined.
 - 1. Firearm - means any weapon, hand-held or not, for which the operating force is an explosive, including but not limited to pistols, revolvers, rifles, shotguns, automatic firearms, CO2 or noxious gas projectors, and paint-ball guns.
 - 2. Deadly Weapon - means but is not limited to any dirk, dagger, blackjack, slug shot, billy, metal knuckles, butterfly knife, and switchblade knife. A switchblade knife is further defined as any knife having a blade which opens automatically by hand pressure applied to a button or other device in the handle of the knife, or by operation of inertia, gravity, or both.
- C. Hawaii Revised Statutes, Section 134 specifically, "prohibits acquisition or ownership of a firearm, whether usable or unusable, serviceable or unserviceable, modern or antique, registered under prior owner, state, or law, by purchase, gift, inheritance, or any other manner, until the person has first procured from the Chief of Police of the county that person resides, lives, and/or works, a permit to acquire the ownership of a firearm".
- D. Hawaii Revised Statutes, Section 134 also states that, "Every person arriving in the State who brings or by any other manner causes to be brought into the State a firearm of any description, whether usable or unusable, serviceable or unserviceable, modern or antique, shall register the firearm within three days after arrival of the person or of the firearm, whichever arrives later, with the Chief of Police of the county in which that person resides, lives, and/or works".
- E. The Omnibus Consolidated Appropriations Act of 1997 ("The Act") amended the Gun Control Act of 1968 making it unlawful for any person, including Government employees and military personnel, convicted of a misdemeanor crime of domestic violence to ship, transport, possess, purchase, or receive firearms and/or ammunition. The Act defines, "Misdemeanor Crime of Domestic Violence" as a misdemeanor under Federal or State law and has, as an element, the use or attempted use of physical force or the threatened use of a deadly weapon. Violations of the Act are felonies punishable by imprisonment for up to ten years and a maximum fine of \$250,000, or both.

- F. Hawaii Revised Statutes, Section 134 also states that, "Any person, not authorized by law, who carries concealed upon the person's self or within any vehicle (including vehicles on military installations) used or occupied by the person or who is found armed with (any firearm or deadly weapon as defined above), shall be guilty of a misdemeanor and may be immediately arrested without warrant by any sheriff, police officer, (including military police), or other officer or person".

LEASED:

- A. In addition to Hawaii Revised Statutes, Section 134, the Coast Guard, and specifically ISC Honolulu, prohibits the possession of any firearm or deadly weapon (concealed or not) as defined above in any unaccompanied (single) personnel barracks or unaccompanied Leased Housing unit. Storage of firearms and deadly weapons in Unaccompanied Personnel Housing (UPH) is a contentious and problematic issue. Individuals living in these units may have strong beliefs either for or against the storage of firearms and deadly weapons within their living spaces. It is not in the interests of the Coast Guard to cater to these individual tastes by selecting and choosing roommates who have the same beliefs.
1. UPH personnel may store legally registered firearms at the Pacific Area (PACAREA) Armory located on Sand Island, subject to space availability, or in your Permanent Duty Station's (PDS) armory. Contact PAC Area's Armory at 541-2426, or your PDS's Security Officer for more information

2.15 FIRE SAFETY AND PREVENTION

A. Almost all fires happen because people lack the knowledge and understanding of fire safety and prevention. Fire safety and prevention should be one of the highest priorities for you and your family. Yet, nearly 70 percent of all home fires are caused by carelessness and the remaining 30 percent are caused by faulty equipment that should or could have been prevented. In 1995, 3640 Americans died in home fires. That's roughly 10 people a day. Tens of thousands more were burned or seriously injured. Fire safety and prevention is the responsibility of every housing occupant. Don't be a statistic - **be safe!** See [Chapter Five, Emergencies](#) and other Helpful Information, [Section 5.02](#), for more information.

B. If you discover smoke or a fire, follow these steps:

Step 1 - Shout out, "FIRE - FIRE - FIRE" and proceed away from fire to the nearest, safest location that has a phone. **NEVER ENTER A BURNING BUILDING.** Don't try to be a hero - stay alive.

Step 2 - Dial **474-7117** if fire is located in KKH Red Hill housing, or dial **911** if fire is located in any other area. Stay calm. Give your name, address, and the phone number from where you are dialing, the size, type, and location of fire including the address if known or closest address. **DON'T HANG UP UNTIL DIRECTED TO DO SO.** Be prepared to direct others while staying on the line.

C. Cigarettes smoking, effective January 1, 1998, inside any Coast Guard Leased Housing unit is prohibited. All smokers in Leased Housing must smoke **outside**. This is because the Coast Guard can not guarantee that non-smokers and smokers will not be assigned to the same residence.

D. Each housing occupant shall comply with the following fire safety practices:

1. Call the Housing Maintenance Contractor at 833-8133 for repairs of suspected electrical, smoke alarm, or fire extinguisher failures or damage on the same day discovered. Don't wait - **CALL!**
2. Fireworks, firecrackers, and all other explosive devices, are strictly prohibited in all Owned housing areas. This policy has been implemented to eliminate the potential for serious injury, loss of life, and/or property as a result of using these devices.
3. Develop escape plans and practice them often.
4. Open fires are only authorized in standard, typical barbecues. Never leave these fires unattended.
5. Never keep lighters or matches within reach of children.
6. Never leave heating/cooking appliances unattended.

7. Never modify or re-wire any electrical connections, plugs, wires or outlets.
8. Never allow trash and garbage to accumulate. See, "Trash, Garbage, and Hazardous Waste Removal", [Section 2.19](#).
9. Never overload electrical outlets or circuits. Only use Underwriter Laboratories (UL) approved surge protected extension cords and plugs.
10. Never use electrical tools or appliances that are frayed or damaged. Check often for shorting/scorch marks.
11. Test smoke detectors monthly and install new batteries at least annually. Chirping sounds indicate low battery power. Call the Housing Maintenance Contractor for assistance if needed.
12. Learn where circuit breakers are and how to operate them.
13. In home where children 5 years old or younger reside or visit, each electrical outlet must be covered.
14. Never store more than 3 gallons of gasoline. Store gasoline in UL approved containers and only in outside storage shed areas

2.16 GUESTS & VISITORS

OWNED/LEASED:

- A. All residents of Owned or Leased Housing shall only use the premises as a private residence for themselves and the members of their family. Residents will not assign nor sublet any portion of the premises to any person not legally considered their dependent or immediate family member, nor will they allow any other person or persons to reside in the premise for longer than 30 days without written consent and approval of the Local Housing Officer. "Other Persons" include, but are not limited to, parents, brothers, sisters, uncles, aunts, in-laws, and friends. See Paragraph D in this section for specific guidance on visitations. Use [enclosure \(2\), Guest Registration Form](#) to request this approval.
- B. Overnight guests of members occupying unaccompanied afloat and unaccompanied personnel Leased quarters is permitted only with mutual consent of all residents. Written consent from your command must be received for visitations longer than 3 nights, provided local landlord/management rules permit such visitations.
- C. Residents are responsible for their guests and visitors. All persons within the housing area will comply with these regulations, and all applicable federal, state and local laws. Disciplinary action may be taken against the sponsor for noncompliance and/or problems noted.
- D. Cultural customs and traditions sometimes promote sharing assets, such as housing. Housing is provided only for Coast Guard members and their qualified dependents. It is a violation of federal law to provide housing for persons not qualified, including family members such as parents, brothers, sisters, aunts, uncles, nieces, nephews, etc. The Coast Guard Housing Manual (COMDTINST M11101.13C) does make allowances for certain exceptions, such as educational or religious enrollment, care during illness, old age, and moral or financial obligations. If, after reviewing the Housing Manual, you feel that you have justification to qualify persons to reside with you, submit a request through your command to the Area Housing Authority at ISC Honolulu.

2.17 INSURANCE AND PERSONAL SECURITY MEASURES

OWNED/LEASED:

- A. You are strongly encouraged to obtain insurance coverage or renters insurance. See [Section 2.07](#), Claims for Property Damage or Loss, for additional information on claims **OTHER** than those arising from the shipment of Household Goods (HHG) and Privately Owned Vehicles. Also refer to the CG Claims and Litigation Manual, Commandant Instruction M5890.9 (Series) for specific guidance and claims procedures. Such a policy not only gives protection for personal liability and damages you might cause to property, but may also cover your personal property, depending on the policy you purchase. Example: You may need supplemental coverage to cover the excess difference between the maximum (or depreciated) amount the Coast Guard will reimburse and the actual replacement cost. The leaser is not responsible for your personal property while living in Leased quarters.
- B. Residing in government quarters does not guarantee any extra measure of safety/security from crime or vandalism. Mark your property (such as televisions, stereos, tools, bikes, etc.) so it is easily identifiable. Local police recommend using driver's license numbers. You may also want to consider using your social security number. You must file a police report in order to make a claim against the government. Retain this report and enclose with claims.

2.18 PETS AND ANIMALS

OWNED:

- A. Pets of various types are allowed in KKH Red Hill, Wailupe, and Diamond Head Housing. A pet is considered to be a domesticated animal kept for pleasure, such as a dog, cat, or exotic bird. In regards to the following policy, fish in aquariums will not be considered as pets.
- B. Residents with pets shall use Enclosure (3), Pet Registration Form, to register pets with the Housing Office. If a pet is desired after occupancy, request permission from the Housing Officer prior to bringing the pet into the quarters.
- C. The following are requirements for having pets in Coast Guard Owned Housing:
 - 1. Limit of two pets per family. This can be one dog and one cat, two dogs, two cats, etc.
 - 2. The maximum size of an authorized pet is limited to 75 pounds each.
 - 3. All dogs, cats, or other four-legged animals that may be authorized as pets must wear identifying collars with immunization tags.
 - 4. All dogs and cats must have proof of immunization in accordance with local and state regulations when being registered. There are no exceptions to this policy.
 - 5. Expenses incident to registration, immunization, impoundment, boarding, quarantine, and/or treatment are the responsibility of the member.
 - 6. All pets are to be confined, **unless controlled by a leash**, to the unit and/or yard assigned and shall not be permitted to run at large. Permission to modify the yard to accommodate the pet(s) (fence, pen, etc.) must be obtained from the LHO prior to making changes.
 - 7. Pets that are vicious or cause nuisances will not be tolerated within the Housing area. If recurring problems exist, the owner will be required to remove the pet at owner's expense. The regulations require dogs that bark incessantly must be resolved by the owner, or the animal will be removed from Housing.
 - 8. Large domestic animals such as horses, cows, sheep, and goats, or other farm animals, are prohibited in all Owned Housing areas. **Snakes are illegal in Hawaii.**
 - 9. Pet damage to Owned Housing units, land, landscape or personal property belonging to other members is the responsibility of the pet owner. Repairs, replacement, and associated costs shall be borne by the pet owner.
- D. Hawaii State Law requires that all incoming animals go into quarantine upon arrival. You should contact the Animal Quarantine Station at:

Animal Quarantine
99-951 Haiawa Valley Street
Aiea, HI 96701
(808) 483-7171

- E. It is important to note that owning a pet has no bearing on the housing assignment process.
Due to the housing situation in Hawaii, it is not possible to give government Owned Housing to all members with pets.

LEASED:

- A. With the exception of fish, pets are not allowed in Leased Housing.

2.19 TRASH, GARBAGE AND HAZARDOUS WASTE REMOVAL

A. ISC Honolulu Environmental Branch: Information regarding recycling, or the disposal/removal of hazardous or solid waste can be obtained by calling the Environmental Protection Specialist at 541-2417 or 541-2426.

B. Hazardous Waste and Materials:

OWNED/LEASED:

1. Hazardous materials are any materials (liquid, gas or solid) which are poisonous, noxious, corrosive, flammable, explosive, radioactive or reactive with other materials. Substances like laundry detergent and drain cleaners which are hazardous are not banned due to their daily use in household living, however, residents shall use and dispose of these materials responsibly and safely.
2. Hazardous materials should be stored securely to prevent spilling and accidental exposure. Never retain or store quantities that will not be used in the very near future. Garbage dumpsters shall NOT be utilized for disposal of hazardous material such as air conditioners, automobile batteries, oil, cleaners, solvents, or paint. Residents who unlawfully dispose of hazardous materials will be held liable for cleanup costs and legal penalties. All hazardous material must be taken to an authorized disposal agent in accordance with Hawaii State laws.
3. Hazardous waste and material disposal centers:
 - (a) Laie Convenience Center (free) - 293-8714
56-020 Kam Highway
 - (b) Wahiawa Convenience Center (free) - 621-3648
127 California Ave.
 - (c) Waianae Convenience Center (free) - 696-4203
86-220 Farrington Highway
 - (d) Waimanalo Convenience Center (free) - 259-7182
 - (e) Waipahu Convenience Center (free) - 676-8878
 - (f) Okuda Metals, Inc. (car batteries) - 845-6856
1804 Kahai St., Kalihi
 - (g) Interstate Battery - 676-6000
94-110 Leokane, Waipahu

Note: State law forces dealers to accept old car batteries when a new battery is purchased. Vendors usually charge for these costs. "Dry-Cell" batteries do not have restrictions and may be disposed of in trash.

- (h) Unitek Environmental Services (free)
2889 Mokumoa, Honolulu 834-1444
(Auto Oil/10 gal. max limit per person)
(Paints/thinners/solvents - must call and register)
- (i) NAS Barbers Pt. Auto Hobby Shop (free) - 682-3827
- (j) NCTAMS Eastpac Auto Hobby Shop (free) - 653-5593
- (k) Industrial Technology Tire Recovery Division
Campbell Industrial Park - 682-5858
(Passenger/light truck tires w/o rim: \$1.58 ea.)
(with rim: \$3.25)
- (l) GASCO Campbell I. P. (\$5 to purge propane tanks)

C. Trash and Garbage Removal:

OWNED:

1. Only household-generated garbage in KKH or Wailupe shall be placed inside garbage receptacles. Garbage shall be sealed in plastic bags. Furniture, cardboard, lumber, appliances, or other bulky items must be broken down and fit inside dumpsters or receptacles. Residents shall dispose of larger items in the construction dumpster located next to the gas station in KKH Phase 1. Setting these items next to receptacles, dumpsters, or curbside is not authorized.
2. Grass and yard clippings must be placed neatly on curbs next to main roads for removal by the maintenance contractor. Grass cuttings must be placed in bags. Tree trimmings shall be neatly piled. Placing grass and yard/tree clippings in receptacles/dumpsters is not authorized.
3. A contractor or the city/county provides household garbage removal on Maui, Kauai, and Hawaii.

LEASED:

1. Contact the apartment or property manager for information concerning garbage disposal from Leased Housing areas.

2.20 VACANT QUARTERS

OWNED/LEASED:

- A. When Owned or Leased quarters will be temporarily unoccupied, you must take necessary precautions to ensure the security of the unit, such as leaving security lights on outside, notifying neighbors of your absence, locking doors and windows, and halting delivery of newspapers and mail. Notify the Housing Office if you will be gone for more than 10 days.
- B. Structures of unoccupied quarters will be OFF LIMITS to all residents, their children, guests and visitors. Grounds of unoccupied quarters will have normal access allowed; however, no plants or other items will be removed from those grounds without prior approval of the Housing Office.
- C. Damage done to unoccupied quarters will be assessed to the responsible individual or their sponsor. Neighboring residents should be alert to unusual situations or circumstances and notify the contracted security forces.

2.21 VEHICLES AND PARKING

OWNED:

- A. All vehicles within Owned Housing areas must be properly registered, licensed, and insured in accordance with Hawaii State laws. Additionally, all vehicles must be in safe operating condition and operated in a safe manner. This includes vehicles of guests, visitors, and contractors.
- B. Vehicles must possess and display a valid Department of Defense registration sticker. Vehicles not displaying the DOD sticker, expired license plates, or safety inspection decals for more than 72 hours will be subject to towage at the owner's expense.
- C. Maintenance on vehicles in housing areas will be limited to minor maintenance work only. Minor maintenance is work that will disable the vehicle for less than 24 hours. Other maintenance work can be done at any of the military automotive hobby shops. Disabled or abandoned vehicles will be subject to towage at the owner's expense.
- D. Parking in courts of KKH is limited to tenants only. Vehicles may drop off and/or pick up people/children for a maximum of 10 minutes. All KKH tenants are assigned one specific numbered/covered parking stall/space. Unnumbered and uncovered spaces are available on a first-come, first-serve basis, and only for tenants of that court. If a tenant chooses to allow a guest to park in his or her assigned space, then that tenant must park on the street and only where authorized. Maintenance contractor vehicles are allowed to use these uncovered spaces, but only during normal working hours. Families that have two vehicles (boats/vans/cars/trucks, etc.), guests, and all visitors must park on the roadways in areas that do not have red painted curbs denoting, "NO PARKING AREA". Parking within traffic circles or in other roadways, access drives, or maintenance roads, and in any/all designated parking areas is strictly prohibited.
- E. Double parking (one car parked behind another car) in any single covered/marked space is prohibited.
- F. Parking alongside curbs directly behind parking stalls or areas is also prohibited. This includes the curb behind all parking spaces near the Coast Guard Country Store, pool, playground, and tennis courts. If vehicles utilize these illegal-parking areas, call the Fort Shafter Military Police. Towage will be at owner's expense. This issue is not just one of convenience for members trying to back-out of parking spaces, but is also one that addresses emergency vehicles trying to gain access.
- G. Parking in front of trash dumpsters or behind parked vehicles inside stalls, even momentarily, is not authorized.

LEASED AND KKH UNACCOMPANIED (BARRACKS TYPE) UNITS:

- A. All vehicles will be currently registered and insured according to Hawaii State laws. Check the local complex regulations for maintenance on vehicles within the complex. Disabled or abandoned vehicles may be subject to removal at owner's expense. Multiple occupancy units or units which house two or three unaccompanied personnel, INCLUDING KKH UPH UNITS, typically do not have enough parking stalls to accommodate each person. Therefore, Unaccompanied Personnel Leased Housing (UPLH) and KKH UPH residents shall make personal parking arrangements between themselves. Disputes and violations of the policies as stated herein may subject these residents to eviction. Be courteous and respectful of your roommates wishes and needs since POV's are often a personal and important concern/issue. Shipboard personnel who deploy are prohibited from storing POV's **in ANY assigned or covered UPLH/UPH parking stall**. It is strongly recommended that personnel store POV's during deployments in the Base Sand Island Long-Term Storage lot. Call ISC Honolulu's Officer-of-the-Day (OOD) at 541-2490 or 2491 for more information.

2.22 YARD MAINTENANCE (See Chapter Four for additional information)

OWNED/LEASED:

A. General Policy Discussion:

1. The intent of these regulations is to promote safety, improve standard appearance, reduce preventable maintenance costs, and reduce insect havens. KKH and Wailupe residents shall maintain their yard, lawn, garden, and shrubs in accordance with the regulations as contained herein.

B. Yard Area Resident Responsibility:

1. Generally, all areas within a distance of 25 feet from the unit will be considered as the resident's responsibility. In some units where Coast Guard fencing is installed or adjacent to common areas, a greater or lesser distance will be designated as the resident's responsibility. The maintenance contractor will maintain common areas.

C. Lawns/Grass:

1. Lawns and grass will be mowed weekly to a uniform height of not more than four inches. For safety reasons, do not mow inclines with power mowers. Use weed-eaters that are available through self-help. Lawns shall be watered properly. Water conservation practices such as NOT watering between 1000 and 1800 hours, using nozzles and watering devices, and watering not more than three or four times per week will result in substantial savings in water usage costs.
2. Due to safety reasons, maintenance of grass/lawns, and due to the high costs involved in repairing or restoring grounds, yards, hills, and slopes, children are prohibited from sliding down these areas in any manner. This applies to areas that residents are responsible for as well as in all common areas. Examples include, but are not limited to, sliding down these areas on cardboard boxes, plastic garbage bags, sleds, or while riding skateboards, roller-blades, or roller-skates.

C. Trees/Bushes/Shrubs/Plants (KKH/Wailupe):

1. Plants, shrubs, bushes, smaller trees and palms, and other vegetation shall be trimmed to and maintained neatly. All vegetation must be removed from fences and structures and shall not come into contact with the walls of the unit including lanai screens. All vegetation (except grass), measured from the base or point stalk/trunk enters ground, shall be at least two feet away from any structure. Branches or leaves shall be trimmed so that they will not touch walls or screens. Maximum height of shrubs, bushes, small sapling trees, and other tree like vegetation shall be maintained as follows:
 - a. Adjacent to fences: Trim and maintain level to top of fences.

- b. Adjacent to screened lanai: Trim and maintain level no higher than top edge of cinder block supporting wall.
 - c. If free standing next to house or free standing: Trim and maintain to six-foot maximum height.
- D. Walkways and the walls of the unit will be edged to prevent overgrowth by grass and weeds. Residents may initiate or discontinue gardens at their own desire, provided a neat appearance is maintained. Additions or decorations that detract from the appearance will not be permitted. Resident-owned lawn-swing sets and lawn furniture shall be properly maintained or removed by the residents.
- E. Rope swings, tree swings, and tree houses are not permitted in KKH Red Hill Housing areas.
- F. Written consent of the Housing Officer must be obtained prior to erection or placement of temporary storage buildings. Request for storage buildings will be in writing and sent to the Housing Officer.
- G. Planting of trees at KKH is not authorized.

CHAPTER THREE

CHECKING-IN, INSPECTIONS, TERMINATION, TEMPORARY LODGING ALLOWANCE (TLA), AND CLEANING STANDARDS

Note: This Chapter applies only to residents of KKH, Wailupe, and Diamond Head Owned Housing areas, and to all residents of Leased Housing on Oahu, Maui, Kauai, and Hawaii.

3.01 CHECKING INTO COAST GUARD OWNED QUARTERS

- A. The following procedures will be followed for a new resident checking into quarters: Members will be notified of their assignment to quarters by the Oahu Local Housing Officer. Normally a response to a member's application will be sent as soon as practical. Assignments to housing are normally mandatory. If there are an excess number of people on the waiting list and the Housing Office does not project that it will have trouble occupying each housing unit, assignment to housing will not be mandatory. Military personnel may request a waiver from mandatory assignment to government quarters by the LHO. Use Form CG-5267 to request this release and attach supporting documentation and your CO's endorsement to the Housing Office at the ISC on Sand Island.
- B. The Housing Office will schedule an appointment with the new occupant to complete the initial check-in inspection on the date set for occupancy. The initial check-in inspection should be completed prior to personnel receiving household goods shipment. The date the member checks into quarters will be the effective date that housing allowances (BHA) are terminated.
- C. Upon checking into quarters, the Housing Office will forward to (PERSRU) an e-mail message to terminate all housing allowances for the member. The effective time and date for termination is 0001 of the date of occupancy. You may continue to receive housing allowances because of pay processing lag time. You are responsible for the accuracy of your pay. If housing allowances continue to be received, you must contact your servicing Personnel Reporting Unit for appropriate action. Money overpaid shall be recouped, in most cases by lump sum. All Temporary Lodging Allowance (TLA) for the member will cease on the date of occupancy.
- D. Arrival Temporary Lodging Allowance (TLA):
 - 1. Call/visit ISC Honolulu Housing & Transportation Office on Sand Island before checking into a hotel in order to determine TLA eligibility. Refer to ISC Honolulu's Customer Handbook for specific regulations and procedures for obtaining TLA.

3.02 CHANGE IN DEPENDENCY STATUS

OWNED/LEASED:

- A. Coast Guard family housing is intended for active duty Coast Guard personnel and their dependents that reside with them. Unfortunately, problems arise which require physical separation of spouses; these changes must be reported to the Housing Office.
 - 1. Under Coast Guard regulations, if the active duty member ceases to reside in the household, either voluntarily or by court order, the dependents must vacate government quarters within 30 days of the physical separation (barring deployment aboard ship or TAD). It is the active duty member's responsibility to provide for the welfare of his/her dependents. The active duty military member must clean the quarters prior to termination according to the standards set forth in this manual. It will benefit the member and his/her dependents to return the quarters as quickly as possible, as Basic Allowances for Housing (BHA) payments cannot begin until quarters are successfully terminated.
 - 2. To be eligible for Owned or Leased family housing, divorced or legally separated members must, in addition to the other requirements of this manual, supply the Local Housing Officer with adequate documentation (e.g., divorce decree establishing the fact that they have physical custody of their children for more than 50% of the time). Divorced members who do not have physical custody of their children for more than 50% of the time are not eligible for accompanied personnel housing (Owned or Leased).
- B. Occasionally, it is in the best interest of all parties for a "cooling-off" period to be implemented. If a definite decision to divorce or legally separate has not been established, and the active duty member or sole dependent spouse relocates, a waiver from regulations should be requested from the Area Housing Authority (ISC Honolulu Commanding Officer). Such waivers should indicate steps being taken to resolve differences, the expected time frame for getting back together, and extenuating circumstances to be considered. The Area Housing Authority, using input from ISC Honolulu's Work Life Staff, will consider all requests.
- C. If the information on your CG-4170A, BAQ/Record of Emergency Data/Dependency Information Form, changes for any reason such as birth of a new child, divorce, promotion, or name change, contact the Housing Office so the information can be updated in your housing file.

3.03 INSPECTIONS

OWNED/LEASED:

- A. Purpose: The purpose of housing inspections is to minimize damages by checking for structural damage, monitor proper maintenance of quarters, to ensure that quarters are clean and adequate for occupancy, and that no unsafe conditions prevail within the quarters and the immediate surroundings.
- B. Government Right To Inspection: The government HAS the right to inspect any unit when it deems necessary. Whenever unclean conditions or damages are reported, a prompt, unscheduled inspection may be conducted without notice to the member. The authority to inspect Owned Housing is derived from 10 U.S.C. 2775; and 14 U.S.C. 93(e). The authority to inspect Leased Housing is derived from 14 U.S.C. 475; 10 U.S.C. 2775; 14 U.S.C. 93(e); 49 CFR 1.46(o).
- C. Check-In Inspection: The check-in inspection is conducted to determine the condition of the quarters and document all conditions which the resident would otherwise be held liable for at time of termination of quarters. All discrepancies affecting the habitability (plumbing, doors, windows, appliances, etc.) will be corrected immediately by the Housing Maintenance Contractor, or by the Leased Housing unit's owner/agent/landlord. Discrepancies not affecting habitability will be noted, and the resident will not be held accountable at the time of termination. This inspection should be conducted with the sponsor resident, unless deployed, in which case, power of attorney should be given to the spouse, who will be required to accept for the sponsor resident. Generally, the check-in inspection will take 30 to 60 minutes to complete. The inspector will explain facilities available, procedures, and generally answer any questions the incoming resident has.
- D. Annual Inspection: Annual inspections for KKH, Wailupe, and all Oahu based Leased Housing units will be scheduled and conducted by members of the ISC's Housing Branch. These inspections are conducted to determine the material condition and cleanliness of the interior of the quarters. The purpose of this inspection is to note material conditions, and schedule contractor maintenance, as well as special projects such as the need for renovation. Cleanliness discrepancies will be noted and corrective actions required if needed. Any resident of the quarters may conduct this inspection with the Housing Office staff, or the Housing Office staff will conduct this inspection without the presence of any residents, if authorized by the sponsor resident.
- E. Pre-Termination Inspection: All Housing residents are responsible for scheduling a Pre-Termination inspection 30 days prior to anticipated departure from quarters in addition to providing the LHO a 45 day notification of intent to vacate quarters. (See Termination from Housing, [Section 3.04](#), Paragraph A, for notification procedures.) The purpose of this inspection is to make resident aware of procedures, programs, and resident requirements for successful termination of quarters. Residents should indicate potential problems and concerns at this inspection (i.e. lost key(s), damages, broken appliances, etc.) It is preferred that the sponsor resident be present for this inspection.

1. **NOTE** - If the conditions of your KKH or Wailupe Owned Housing unit at time of the pre-termination inspection meets the conditions required at the Final or Termination inspection, then the Inspector will waive the Final Termination inspection and allow you to leave keys and depart without additional inspections. This waiver of Final inspection does not apply to Leased Housing.

- F. Final Termination Inspection: The sponsor resident will, unless deployed and having a person with power of attorney designated, conduct the termination checkout inspection with an inspector from the Housing Office. Any resident-caused damages, less normal wear and tear, will have to be corrected prior to this inspection or the sponsor resident will be held accountable for the cost of repairing such damages. Only after the termination inspection has been successfully completed will the Housing Office send the paperwork to the servicing PERSRU. Keys shall be returned to inspector at Final Termination inspection. The member will pay lost or missing key replacement costs. Have some cleaning supplies on hand for the Final Inspection in case the inspector requires touch-up cleaning of missed areas.
- G. Exterior Inspections: For KKH/Wailupe Owned Housing - inspections of the exterior of quarters will be conducted approximately every other week. The inspecting officer will ensure that the residents are properly maintaining all exterior parts of the quarters responsible for the quarters. This includes watering the grass, raking the leaves and other debris, removing clutter in front storage sheds and carports, mowing the lawns, and general appearance of the quarters. If discrepancies are found, the inspector will put a green tag on the door as a first warning. If the discrepancy is not corrected within three days the Housing Office will send a letter to the resident with a copy to their housing file. If within five days of date of letter, corrective action is not taken then the Housing Office will send a letter to the resident via the resident's Commanding Officer. Any member who fails to correct a discrepancy may be subject to more serious administrative consequences. Historically, Coast Guard families take great pride in making their assigned house as neat and beautiful as possible.

3.04 TERMINATION FROM HOUSING

OWNED/LEASED:

- A. When a member is vacating housing, the following process shall be followed: Residents shall provide the housing office with a 45 day notification of intent to vacate government quarters. This notification is made on the Application to Ship and/or Store Household Goods (HHG's), Form DD-1299 Worksheet. All forms necessary to ship or store HHG's can be found in the ISC Honolulu Customer Handbook. See your administrative services office or contact the Housing Branch for additional information. This housing process aligns with the Transportation Office's requirement to complete all necessary documents to arrange for shipment of HHG's at least 45 days prior to pickup date. For those residents who are vacating government Owned or Leased quarters, but are not shipping HHG's (such as when purchasing a home in Hawaii upon retirement or separation), the notification can be made via phone call or letter. Vacating residents are required to schedule a "Pre-termination inspection" at least 30 days in advance. The "Pre-termination inspection" is used by the Housing Office to estimate the type and amount of Change-of-Occupancy Maintenance work (painting, floor refinishing, appliance work, etc.) which will have to be completed by the maintenance contractor before a new resident moves into the unit. The Housing Office inspector will also review the cleaning standards expected of the member in order for the member to satisfactorily pass the "Checkout Inspection."
- B. On the date the member is scheduled to leave housing, a "Checkout Inspection" must be scheduled with the Housing Office. The normal inspection will take between 30 to 60 minutes. A member must pass the "Checkout Inspection" in order to leave housing.
- C. Departure Temporary Lodging Allowance (TLA):
 - 1. Call/visit ISC Honolulu Housing & Transportation Office on Sand Island **before checking into a hotel** in order to determine TLA eligibility. KKH Red Hill, Wailupe, and Diamond Head residents are normally **NOT** entitled to Departure TLA. Refer to ISC Honolulu's Customer Handbook for specific regulations and procedures for obtaining TLA.

3.05 CLEANING STANDARDS

A. General: Individuals terminating from KKH or Wailupe Owned Housing shall comply with one of two cleaning standards as shown below, depending on the circumstances, for cleaning their quarters. Members who reside in Leased Housing (all areas) must perform cleaning to the standard as listed in [Section 3.07](#), or hire a cleaning service at their own expense to clean unit to the standard as indicated in [Section 3.07](#).

1. Normal PCS: Member cleans unit to standard as indicated in [Section 3.06](#); the Housing Maintenance Contractor performs remainder of cleaning (Pre-Cleaning Standard):

Members terminating from KKH or Wailupe Owned Housing quarters on normal PCS orders (PCS to next PDS/retirement/ discharge/separation, etc.) need only perform cleaning to the standard as listed in [Section 3.06](#). This standard is called the "Pre-Cleaning" standard. The remainder of the cleaning work will be performed after occupants depart by the Housing Maintenance Contractor without charge (unless damages are found due to abuse or negligence). The member must perform cleaning as defined in [Section 3.06](#) prior to terminating from quarters. Residents who are given permission by the Housing Inspector to depart without a Final or Termination Inspection (see [Section 3.03 E.](#)) and depart without meeting the standard as defined in [Section 3.06](#) will be billed for repayment of cleaning the unit to both the Pre-Cleaning ([Section 3.06](#)) and Post-Cleaning ([Section 3.07](#)) standards.

2. Other than Normal PCS - Member is responsible for all cleaning to the Post-Cleaning standard as indicated in [Section 3.07](#) (perform cleaning themselves or hire a cleaning service to perform cleaning):

Members who reside in Leased Housing (all areas) and members who are terminating Owned Housing on other than normal PCS orders (eviction/choosing to move into economy/purchasing a home, etc.) **are not allowed to have cleaning be performed at Government Expense**. Members who fall into this category must perform the cleaning themselves or hire a cleaning service (at member's expense) to perform cleaning to the standard as indicated in [Section 3.07](#). This standard is called the "Post-Cleaning" standard. Residents who are responsible for completing the Post-Cleaning standard **must schedule and pass a Final or Termination Inspection** with the Housing Inspector prior to departing in order to clear quarters. Residents who depart without passing the Final or Termination Inspection to the standard as defined in [Section 3.07](#) will be billed for repayment of cleaning the unit to the Post-Cleaning standard (Housing Maintenance Contractor price).

3.06 Cleaning Standard for Owned Housing under normal PCS orders (Pre-Cleaning Standard)

OWNED (KKH/WAILUPE ONLY):

The resident's responsibilities for the interior are:

General: Remove all personal items, inside and out of quarters. Sweep quarters; dispose of all trash. Remove all crayon, marker, pencil, and similar marks, and tape/tape residue from walls.

Occupant Alterations: Wallpaper, shelf paper, wall hangings, nails, hooks, and similar items shall be removed and the quarters restored to the original condition.

Lights: Have working 60-watt light bulbs and fluorescent tubes in all fixtures.

Appliances: Stove, refrigerator, and dishwasher shall be free of food and wiped clean to remove heavy buildup/residue.

The resident's responsibilities for the exterior are:

Lawn: Mowed to a uniform height of not more than 4 inches. All existing bare spots re-seeded to attempt to grow new grass.

Hedges/Shrubs: Trimmed away from the unit, block-contoured and at a uniform height of approximately 6 feet.

Gardens: Weeded and trimmed.

Fences: Removed, including posts, unless new resident accepts responsibility (CG approved fences should be left in place).

Sheds/Storage Areas/Carports: Swept clean. Shelves may be left if approved by Housing Office. Sweep water heater shed if needed. Remove and dispose of all resident-owned items from shed (i.e., flammables, bug spray, aerosols, grass seed, trash).

3.07 Cleaning Standard for Leased Housing (All) and Owned Housing under other than normal PCS Orders (Post-Cleaning Standard)

This cleaning standard applies to all members in Leased Housing and to members in Owned Housing (KKH/Wailupe) who are terminating quarters under other than normal PCS orders (moving into economy/eviction/purchasing a home, etc.)

Interior room cleaning standards:

General: Remove all personal items, inside and out of quarters. Sweep quarters; dispose of all trash.

Walls & Ceilings: Clean all marks. Nails and/or hooks removed and patched. All wallpaper and contact paper removed; wall restored to original color. Remove blemishes on walls. Remove all crayon, marker, pencil, and similar marks, and tape/tape residue from walls. Remove all nails and picture hangers from walls. Spackle all holes. Remove marks and handprints from walls. If the walls are excessively dirty beyond normal wear and tear, resident will repaint entire room with a matching color and type of paint. Ceiling fans free of dust and dirt. Remove cobwebs.

Occupant Alterations: Wallpaper, shelf paper, wall hangings, nails, hooks, and similar items shall be removed and the quarters restored to the original condition.

Lights: Have working 60-watt light bulbs and fluorescent tubes in all fixtures. Call the Housing Maintenance Contractor for new fluorescent tubes. Clean globes of light fixtures inside and out. Purchase and replace all burned out or missing bulbs.

Flooring: If carpeted, the carpet will be professionally steam-cleaned. Receipts for carpet cleaning services shall be provided at Final or Termination inspections. Renting steam-cleaners (similar to the ones rented by grocery/shoppette stores) are not authorized due to poor quality and do not meet Leased Housing cleaning standards. When Leased Housing owners/agents/landlords re-clean carpets after contract termination, the occupants shall be responsible for repayment of this cleaning unless the occupants can provide a receipt for professional carpet cleaning. Clean and strip all uncarpeted floors of wax and apply 2 coats of new wax. The exception to this is no-wax vinyl floors; these should be thoroughly mopped and free of scuff marks and grease. Clean with Ammonia or bleach all baseboards; remove all marks, accumulated wax, dirt and debris.

Windows/doors: Clean (streak free) interior and exterior surfaces of windows/glass readily accessible from the ground, and interior surfaces of windows upstairs. Sills and edges cleaned; free of debris. Window screens washed and clean. All windowsills and slider tracks must be dirt free. Sliding glass doors must be clean inside and outside, including sliding door tracks and screens. Clean doors.

Drapes: Clean blinds (if provided) by hand wash in Woolite or dry-cleaned. Drapes ironed and hung in the correct place.

Pets: Pets are NOT allowed in single/unaccompanied Owned or Leased Housing units. If you are in a family unit and have had pets in your quarters, you must fumigate for fleas and ticks. Receipt for pest fumigation will be required at time of checkout.

Kitchen (in addition to interior room cleaning standards):

Stove: All surfaces cleaned. Drip pans clean and in place. Area beneath range cleaned; oven clean, with no food or cleaning residue on any surface. Racks and broiler pan clean and in place. Pull stove away from wall; clean walls, floors, and overhead of all grease and dirt.

Ventilation Fan: Remove screen and clean cover, fan blades, and walls of the motor housing for grease and dirt debris. Take care not to get water in motor and secure power before cleaning.

Refrigerator: All exterior, interior, and gasket surfaces washed. Racks and bins washed and in place. Ice trays in place. Controls set to normal and left energized. Evaporation pan beneath unit washed and empty. Unit pulled away from wall; walls and floors cleaned of grease, food, dust, and dirt. Freezer/defroster cleaned. In units without icemakers make certain that two ice trays are there.

Sink: Polished with chrome polish. Remove stains or grease and dirt residue. Stoppers and strainer baskets in place and clean. Remove residue around faucets or drains. Counters cleaned around area and stains removed.

Cabinets: Washed inside and outside. Exterior must be grease free, including all edges. Remove contact paper (if any). Drawers washed inside and outside. All overhead sills clean of debris, dust, and dirt.

Bathrooms (in addition to the interior room cleaning standards):

Toilet, Tub, & Sink: Porcelain cleaned and polished; mildew free; clean lid; no dirt or residue; all metal fixtures scrubbed with chrome polish. All porcelain fixtures scrubbed for soap film and mildew. Chemical cleaner used to prevent discoloration of all porcelain. No ring in the toilet bowl. A good product to use is TRR (toilet ring remover.)

Medicine Cabinet: Mirrors polished; shelves cleaned; inside washed; all shelves in place. Top of cabinet dusted and cleaned.

Cabinets: Washed inside and outside. Exterior must be grease free, including all edges. Remove contact paper. Drawers washed inside and out. All overhead sills clean from debris, dust, and dirt.

Ventilation Fans: Clean cover, fan blades, and the walls of the motor housing for dirt and grease. Take care using water near electrical outlets/motors - secure power first.

Utility Rooms (in addition to the interior room cleaning standards):

Washers & Dryers: If furnished, clean filters, fabric softener dispenser and inside/outside of machines. Turn off water faucets to washing machine. Washer and Dryer Connections/flex hose lint free and both connections cleaned.

AC's: Change air conditioner filter. Air vents will be clean and dust free.

Cabinets: Washed inside and outside. Exterior must be grease free, including all edges. Remove contact paper. Drawers washed inside and outside. All overhead sills cleaned for debris, dust, and dirt.

Lanai (in addition to the interior room cleaning standards):

Screens: Cleaned and free of dirt, dust, and debris.

Floor: Cleaned with soap and water.

Exterior Cleaning Standards:

Lawn: Mowed to a uniform height of not more than 4 inches. All existing bare spots re-seeded to attempt to grow new grass.

Hedges/Shrubs: Trim away from the unit, block-contoured to a uniform height of approximately 4 feet.

Gardens: Weeded and trimmed.

Fences: Removed, including posts, unless new resident accepts responsibility (Government fences should be left in place).

Sheds/Storage Areas/Carports: Swept clean. Shelves may be left if previously approved by the Housing Office. Sweep out water heater shed. Remove and dispose of all resident-owned items from shed (i.e., flammables, bug spray, aerosols, grass seed, trash).

Walls: Scrubbed and cleaned of all markings.

Keys & Miscellaneous items:

Keys shall be returned to inspector at Final Termination inspection. The member will pay lost or missing key replacement costs.

Have some cleaning supplies on hand for the Final Inspection in case the inspector requires touch-up cleaning of missed areas.

CHAPTER FOUR

MAINTENANCE SERVICES AND OTHER INFORMATION

4.01 GENERAL

- A. The information contained in this Chapter applies only to Owned Housing areas on Oahu, and to all residents in Leased Housing. In 1985, Coast Guard Owned Housing on Oahu underwent a major change in maintenance resources. Housing maintenance was transferred from the Housing Office to a civilian contractor. The services are provided to enhance the quality of life for residents of KKH, Wailupe, or Diamond Head Quarters.

4.02 HOUSING MAINTENANCE

OWNED:

- A. Maintenance for Coast Guard Owned Housing on Oahu is provided by a maintenance contractor. The services provided are set forth in a contract. All work requests should be called into the maintenance contractor (833-8133).
- B. The housing maintenance contractor will respond to a request for repairs utilizing the following criteria:
 - 1. Emergency: Emergency calls consist of correcting failures and deficiencies which constitute an immediate danger health hazard, or threaten to damage property (i.e., severely-damaged structural member, complete breakdown of refrigerator or cooking ranges, etc.). Response time to the call is within 2 hours. The contractor will work until the emergency is resolved. Permanent repairs shall be completed by the end of the next working day.
 - 2. Urgent: Urgent calls consist of correcting failures and discrepancies that have the potential to become an Emergency call (i.e., minor electrical problem, minor water leak, low water pressure, partially clogged sewage line, etc.). Response time to the call is within 24 hours. The contractor will work until the urgency is resolved. Permanent repairs shall be completed by the end of the next working day.
 - 3. Routine: These are calls regarding work that does not meet the requirements for "Emergency" and "Urgent" work requests. Response time to the call is within 3 working days. Permanent repairs shall be completed within 7 working days.
 - 4. These times are from the maintenance contract on Oahu, but are guidelines for your owner/managers and LHR. These times may differ because of individual leases and local conditions.
- C. Maintenance personnel on Oahu will be identified with laminated badges that indicate "HOUSING MAINTENANCE." All maintenance personnel are prohibited from completing any work that is not listed on the work order called into the maintenance office. Under no circumstances will maintenance personnel perform repairs on privately owned equipment and appliances, nor will they enter quarters without an adult present or without the prior approval of the resident and the Housing Office.
- D. Maintenance personnel will attempt to schedule a convenient time for performing work with the residents. After several attempts, a yellow tag stating "WE CALLED" will be left on the door requesting the resident to call and schedule an appointment. If no appointment is made within a reasonable time, the work request will be cancelled.
- E. [Table 4.01](#) lists items of work that are covered by the maintenance contract.

F. The maintenance work or repair request process to be followed for all Owned Housing areas on Oahu is:

1. Housing resident determines request need. Table 4.01 provides a summary of services provided under the maintenance contract.
2. Housing resident contacts housing maintenance contractor at 833-8133 or 831-2760. Calls requesting maintenance work or repairs can be made 24 hours a day/seven days a week including holidays.
3. Housing maintenance contractor determines urgency of request (see paragraph B in this section).
4. Housing maintenance contractor schedules repair date with resident.
5. Housing maintenance contractor completes repairs.
6. Housing resident signs work request as completed.

LEASED:

A. All Leased Housing residents should contact the owner/manager of their housing complex for maintenance and repairs. It is strongly recommended that written documents be made of all requests, as well as work performed, in order to back up and substantiate tenant efforts for potential damage claims. Leased Housing residents shall notify the Housing Office and provide copies of all work requests. **Don't procrastinate! Follow-up on all work requests in a timely manner.** It is the responsibility of each Leased Housing resident to notify both the owner/agent/manager **AND** the Leased Housing Manager of each/any item that needs repair or maintenance. **Failure to do so lends credence to establishing the fact that the damage is tenant caused through abuse or negligence.** The residents will pay these claims.

4.03 GROUNDS MAINTENANCE

OWNED:

- A. Grounds maintenance for the housing area is provided for by a civilian contractor. This contractor ensures that common areas are mowed, watered, free of trash and debris, and well maintained. The housing maintenance contractor (Oahu only) will remove any resident-generated debris placed next to roads and garbage dumpsters daily. All grass clippings must be placed in bags and all branches and shrubs must be stacked neatly to facilitate easy removal.
- B. The contractor is responsible for mowing all common areas in the housing areas. These are defined as any area that is not a specific resident's responsibility. All enlisted residents are responsible for their lawns from their housing unit within a distance of 25 feet, and 50 feet for Officers. All flat areas will be mowed weekly by the contractor; all slopes will be cut monthly. The contractor is required to rake and remove all conspicuous clippings.
- C. The grounds maintenance contractor will trim all hedges and shrubs quarterly that are not a resident responsibility. All hedges and shrubs are to be shaped into a blocked contour and kept at a height of six feet.
- D. The contractor is required to water common areas and slopes to ensure that these are kept lush and green. Resident hoses and hardware are not to be disturbed by the contractor, but the contractor may use resident hose connections to facilitate watering areas that are not near fire hydrants. Watering by the contractor is to be conducted between the hours of 0700-1500 Monday through Friday.

LEASED:

- A. Grounds maintenance is normally the responsibility of the property/complex owner, agent, or manager. At time of check-in, those residents moving into Leased Housing units which grounds maintenance will be the responsibility of the tenant, the Housing Inspector will explain the specific requirements and scope of work to be performed.

4.04 TREE/SHRUB/PLANT MAINTENANCE

OWNED:

- A. Tree Maintenance: Tree maintenance for Owned Housing areas on Oahu (KKH/Wailupe/Diamond Head) is provided by the Housing Maintenance Contractor within the requirements set forth in the contract. The types of trees found in Hawaii include, but are not limited to: monkeypod, shower, banyan, keawe, and other similar tropical trees. The following items relate to the scope of the contract:
1. Tree Pruning: Trees shall be pruned according to their natural growth for proper health, attractive appearance, prevention of growth into each other, and to prevent interference with buildings, pedestrian, and vehicular traffic. Pruning will include removal of dead, damaged, diseased wood, or structurally weak limbs; removal of branches that extend over buildings, carports, roofs, eaves, and windows or hang within ten feet of sidewalks, and twelve feet of roadways, parking lots, and driveways; keep all limbs a minimum of ten feet away from any structure; provides clearances for buses, vans, and similar vehicles along streets; cut branches that overhang or grow into power lines or lamps; anticipates the effects of wind on branches that might fall; shape tree rather than notch the top; and prevent growth of small trees in front of windows, entrance ways, or walks. All trees and shrubs whose height is obstructing the view will be pruned to clear the line of sight.
 2. Coconut Tree Trimming: There are numerous coconut and palm trees located throughout housing. Trees shall be trimmed of any ripening fruit before the fruit begins to fall off the trees. Additionally, trees shall be trimmed of all dead fronds.
 3. Tree Removal: Trees will be removed whenever roots cause damage to buildings, sidewalks, curbs, pavement, or clog sewer pipes. Tree removal includes removing all surface roots and trunks to a depth of 12" below ground surface. The depression shall be filled with topsoil; all pavement, sidewalks, or curb damage shall be repaired.
- B. Shrub and Plant Pruning: Pruning of all shrubs, bushes, hedges and other cultivated plants according to their natural growth habit, for proper health, attractive appearance, to prevent growth into each other, and to prevent interference with pedestrian and vehicular traffic. All pruning shall occur at least monthly. Pruning is to be done in a manner that prevents growth in front of windows, over entrance ways or walks, and which will not obstruct vision at street intersections; removes dead, damaged or diseased appurtenances; and evenly forms and balances the shrub, bush or plant. Note: In some instances, hedges will not be trimmed in order that they may develop into or provide a sight and sound barrier. The appropriate Housing Office Official will specifically point out exceptions.
- C. Debris Removal and Disposal:

1. Debris shall be removed during or immediately after an area has been mowed, cut, edged, trimmed or pruned. Remove all clippings from lawns, sidewalks, roadways, sloped areas, and paved areas before starting work in another area.
 2. All cuttings (grass, etc.) and debris generated, either by contractor operations or resident grounds maintenance activities, shall be removed from the work site prior to the end of each day.
 3. All collected rubbish and debris shall be disposed of off base to an authorized disposal site in accordance with State, Federal, local and base regulations.
- D. Roofs and Gutters: Roofs and gutters are cleaned biannually by the Contractor, but can be called in anytime for a service call. Gutters shall be cleared of all debris to prevent any restriction of water that accumulates on roofs.

LEASED:

- A. Tree/Shrub/Plant Maintenance is the responsibility of the property/complex owner, agent, or manager.

4.05 PEST CONTROL SERVICES

OWNED:

- A. The Coast Guard provides basic and fundamental pest control services for residents residing in Coast Guard Owned Housing.
- B. Interior Pest Control: The pest control contractor shall set up a time every other month to spray the interior of each unit for roaches, ants, centipedes, and other insects. Residents are required to clean out their cabinets and shelves for this spraying in order to facilitate a thorough job. The unit must be vacated for two hours after treatment for safety reasons. If a pest problem returns, call the maintenance contractor for additional treatment appointments. An appointment can be cancelled, but the resident should be aware that the pest control contractor will not return for another two months even if the unit shows signs of problems.
- C. Exterior Pest Control: The pest control contractor shall set up a time each quarter to spray the exterior of each unit for outdoor insects, roaches, ants, and centipedes. The application of time-delayed pellets has eliminated the need for residents to be cautious with pets and children for this spraying. Residents that elect not to receive these regularly scheduled treatments will not be allowed to have the contractor return for special treatments due to problems.
- D. Pest Infestation: Any resident that believes they have a problem with rats, mice, or other rodents shall call the Housing Office or the LHR to report the problem and the pest control contractor will be given a work order to take corrective action.

LEASED:

- A. Pest Control in all Leased Housing is the responsibility of the property/complex owner, agent, or manager.

4.06 REFUSE DISPOSAL

OWNED:

- A. Refuse Disposal for KKH/Wailupe housing residents is provided through a contract with a local company. The company is required to pick up trash on Tuesday and Friday. All trash removal is to be completed between 0600 and 1400 on pickup days. Residents at Wailupe have their refuse collected on Wednesdays and Saturdays.
- B. All residents living in areas where dumpsters are provided are to ensure that their garbage is in plastic bags and tied shut to avoid spillage and odors caused by the heat and wind. The refuse contractor is required to ensure that each dumpster is cleaned quarterly to eliminate foul odors and spillage. If your dumpster is not clean and is giving off an offensive odor, notify the Housing Maintenance Contractor, or the Oahu LHO.
- C. All residents living in duplexes or single units that receive curbside pickup are required to place their trash curbside in resident-owned trash containers. All trash shall be plastic bagged and tied shut to prevent spillage and foul odors.
- D. The refuse disposal contractor will not take any items which are bulky and might damage the hydraulic arm that compresses the trash. All residents should dispose of these type items in the 30-cubic-yard dumpster located at Base Honolulu on Sand Island or the large dumpster located near the KKH Gas Station.
- E. The contractor will not remove any debris that is a hazardous material, such as automobile oil and batteries. All residents are responsible for disposing of these items utilizing authorized service stations in the local area.

LEASED:

- A. Refuse and trash disposal in all Leased Housing is the responsibility of the property/complex owner, agent, or manager.

Table 4.01 SUMMARY OF MAINTENANCE CONTRACT SCOPE OF WORK

- A. The following table can be utilized to determine if a work item is the Housing Maintenance Contractor's or Leased Housing owner's/agent's/landlord's responsibility -- or a resident's. Not all problems that may surface are listed, but the Contractor/Owner will inform resident if responsibility for repair is the resident's.

Housing Maintenance Work Item	Contractor/Owner	Resident
Sink Inoperable or Sink Leak	X	
Dishwasher Inoperable	X	
Dishwasher Leak	X	
Garbage Disposal Inoperable	X	
Garbage Disposal Vibrates	X	
Ceiling Fans Inoperable/Vibrating	X	
Toilet Inoperable	X	
Toilet Leak	X	
Light Switch Inoperable	X	
Electrical Outlet Inoperable/Cracked	X	
Jalousie Window Problem	X	
Curtain Replacement	X	
Track Lighting Problem	X	
Wall Cracks/Holes	X	
Roof Leaking	X	
Baseboard Molding Loose	X	
Government-Owned/Leased Refrigerator Problem	X	
Privately-Owned Refrigerator Problem		X
Government-Owned/Leased Stove Problem	X	
Privately-Owned Stove Problem		X
Structural Problems (walls, floors)	X	
Plumbing System Maintenance	X	
Sewage System Maintenance	X	
Exterior Lighting Systems	X	
Changing of Light Bulbs		X
Front Lanai Roofing Repair (Green Roofing)	X	
Rear Lanai Maintenance (Screens/Structural)	X	
Minor Screen Repairs		X
Painting of Walls (CG Colors)	X	
Painting of Walls other than original color		X

Minor Touch-up Painting (Gov't.-provided paint)		X
Installation of private light fixtures		X
Installation of window air conditioners		X
Wallpapering of interior walls		X
Floor Repair (Wood/Tile)	X	
Carpet Installation		X
Fire Extinguisher Maintenance	X	
Smoke Detector Maintenance	X	
Cutter Cleaning	X	

Grounds Maintenance Work Item	Contractor/Owner	Resident
Grinding of Exposed Roots in Yards	X	
Pruning of shrubs/trees > 10 ft. in height	X	
Pruning of shrubs/hedges in resident yard		X
Cutting of resident lawn		X
Planting of grass seed in resident yard		X
Seeding of bare spots in common areas	X	
Watering of common areas	X	
Watering of resident yards		X
Paved-Surface Painting (Reimbursable)		X
Sweeping of Sidewalks		X
Daily Debris Removal of Resident-Generated Items (grass clippings, branches)		X
CG-owned Chain-Link Fence Maintenance	X	
CG-owned Redwood/Stone Fence/Wall Maint.	X	
Privately-owned fence maintenance		X
Erosion Control	X	
Removal of Animal Carcasses	X	
Minor Road Repairs	X	
Sidewalk/Curb Repairs	X	
Fertilizing of Common Areas	X	
Fertilizing of Resident Lawns		X
Cutting of Common Areas (Flat Areas/Weekly)	X	

Cutting of Common Areas (Slopes/Monthly)	X	
Edging of Sidewalks	X	

Pest Control Work Item	Contractor/Owner	Resident
Interior Spraying (every other month)	X	
Exterior Spraying (quarterly)	X	
Emergency Pest Control (rodents/animals)	X	
Wood Infestation Termite Inspection	X	
Subterranean Termite Inspection	X	
Minor Insect Problems (ants, fleas, roaches--between scheduled spraying)		X

4.07 STREET LIGHT REPLACEMENT

OWNED:

- A. The Coast Guard has an agreement with the Navy Public Works Center at Pearl Harbor for the replacement of street lights at KKH. Local City and County Road Maintenance Branches perform street light replacement in all other areas.
- B. Street Light Replacement: The Public Works Center will replace bulbs that are burned out after receiving a call from the Housing Office. Any resident who notices that a streetlight is extinguished should call the Housing Office with the location and, if possible, the identification of the pole (i.e., P6 L27).

LEASED:

- A. Street light replacement is the responsibility of the property/complex owner, agent, or manager.

4.08 STREET SWEEPING

OWNED/LEASED:

- A. The maintenance contractor sweeps the streets in KKH once a week--and the car courts once a month. All other areas - check with the property/apartment agent, owner, or manager, or your LHR for the frequency of street sweeping.

4.09 SECURITY SERVICES

OWNED/LEASED:

- A. The Coast Guard has an agreement with the Fort Shafter Military Police to provide security services and emergency response to Coast Guard housing located at Kia'I Kai Hale. The Fort Shafter Military Police will provide emergency response and detail an officer to investigate domestic and criminal complaints. Residents of all other housing areas including Leased Housing should call their local police department. Some Leased Housing complexes have local security services. Contact the property complex/apartment owner, agent, or manager for more information.

4.10 SELF HELP (KKH)

OWNED:

- A. The Housing Office will provide materials and equipment to residents to assist efforts to maintain and improve the exterior and interior of the quarters. If materials are needed to maintain existing structures or equipment, submit a list of material requirements to the Housing Maintenance Branch in KKH with a notation as to what materials are needed. Materials will not normally be provided for residents to make modifications that are not to the benefit of the government and are solely for the desires and benefit of the resident. Such materials will be provided by the resident at the resident's expense, and are still subject to approval as per Additions and Modifications, [Section 2.02](#).
- B. Materials which will normally be available through Self Help are:

- screening material
- touch-up paint
- burlap
- grass seed (small amounts for re-seeding)
- fertilizer (small amounts)
- fluorescent lights

- C. Equipment normally available through Self Help are:

- lawn mowers
- weed-eaters (electric and gas)
- trimming and pruning clippers
- bow saws
- hedge trimmers
- wheelbarrows
- sledge hammers
- 4ft. ladders
- staplers
- extension cords
- shovels
- rakes
- pick-axes
- fertilizer and seed spreaders
- lawn rakes
- rodent traps
- fruit pickers
- post hole diggers (gas & manual)
- garden claws

- D. Equipment available through the Self-Help Program is loaned out by the Housing Maintenance Contractor for periods that generally do not exceed 24-hours. Residents will fill

out a "Self-Help Checkout Form" at time materials are checked out. Residents are responsible for equipment and will be charged for damages caused by abuse or negligence. Not more than three pieces of equipment can be checked out by residents at any one time.

- E. The Self-Help program materials and equipment are subject to the availability of funds.
- F. The Self-Help program at KKH will be open for pickup of equipment and materials during the following times:

Monday through Friday: 0700-1730 (Except Federal Holidays)

Saturday and Sunday: 0900-1200

CHAPTER FIVE

EMERGENCIES AND OTHER HELPFUL INFORMATION

5.01 GENERAL

- A. Unfortunately, emergencies do occur in Coast Guard housing which require emergency response to avoid loss of life or damage to property. It is the responsibility of every sponsor to prepare their families and themselves for an emergency. Primary concern should be for safety and security of human life.

5.02 **FIRE**

- A. The Federal Fire Department on Nimitz Highway provides fire protection to Kia'i Kai Hale housing. The emergency number for response is **471-7117**. Wailupe, Diamond Head, and Leased Housing residents are protected by the Honolulu Fire Department and should be contacted using **911**. The following procedures should be followed if a fire is discovered.
- B. If the fire cannot be extinguished quickly and assistance is necessary, notify all people in the residence of the fire and evacuate the house.
 - 1. Establish an exterior meeting place for your family in case all people cannot evacuate the house at the same time or location.
 - 2. Send someone to a neighbor's house to notify the fire department. When identifying the location, include address and type of fire.
 - 3. **DO NOT** allow any family members or neighbors to reenter the residence until the fire department has controlled the fire and it is safe for entry.
 - 4. Notify the Housing Office **ASAP** of the incident so that an incident report, repairs, and assistance can be quickly provided to you and your family.

NOTE: Even if the fire is extinguished quickly, the fire department should be called so that a cause and/or investigation can be initiated.

- C. Teach your children not to play with matches and burners on stoves. Instruct all family members about keeping low and avoiding smoke inhalation.
- D. All housing units in KKH have "quick latch" emergency/fire escape windows to facilitate easy escape if normal exit routes are blocked.

5.03 POLICE

- A. Housing is relatively free of crime and other malicious mischief; however, the potential for a major problem always exists. The Fort Shafter Military Police provide emergency response and security to Kia'i Kai Hale housing. The emergency number for police response is **438-7114/6/7**. Wailupe and Diamond Head residents are protected by the Honolulu Police Department and can be contacted by calling **911**.

5.04 NATURAL DISASTERS

A. People in Hawaii must be prepared for problems that could arise as a result of a natural disaster. Civil Defense booklets and other preparedness information are available at County Civil Defense Agencies. Visit the Oahu Civil Defense Agency at 650 South King Street, Honolulu, Hawaii 96813; or telephone 523-4121 for assistance and information. You must be capable of caring for yourself in an emergency if you are to assist your family and contribute to the community survival effort. There are certain things you can learn and do to help you prepare for and cope with almost any type of disaster.

B. HOME SURVIVAL KIT CHECKLIST: Keep these items available for home use or to take to an evacuation shelter:

- _____ Portable Radio
- _____ Manual can opener
- _____ Sleeping Bags or Blankets
- _____ Extra Batteries
- _____ Personal Toilet Articles
- _____ Flashlight
- _____ Change of Clothing for Each Household Member
- _____ Candles
- _____ Matches
- _____ Fuel for Stoves, Hibachis, Lanterns
- _____ First Aid Kit
- _____ Medications
- _____ Masking tape for windows and glass
- _____ 5-Day nonperishable Food Supply
- _____ Extra Pet Food
- _____ Ice Chest
- _____ Containers of Water (Minimum 2 quarts per person/day) Five days worth

C. EVACUATION INSTRUCTIONS: Follow Civil Defense instructions issued through the Police and Fire Departments, Coast Guard Housing Personnel, and the Emergency Broadcast System. You will not be asked to leave your home unless your life is seriously threatened. Should you receive the word to evacuate, **GO!** In the event of a natural disaster in which you are directed to evacuate, you should evacuate to the nearest Civil Defense Shelter. For KKH Phase 1 and 2 housing residents, this is Red Hill Elementary School.

D. EMERGENCY BROADCAST SYSTEM (EBS): The EBS is a joint effort of the broadcast industry and Government. In disaster situations, Civil Defense information and instructions are broadcast over commercial radio stations. Television stations may supplement this service within their capabilities. A monthly test of the EBS and Civil Defense sirens is conducted at 11:45 a.m. the first business day of each month.

E. NATIONAL WEATHER SERVICE NOTIFICATIONS: The National Weather Service and the Pacific Tsunami Warning Center coordinate with Civil Defense to issue weather and

tsunami advisories, bulletins, watches and warnings. They inform the public through local radio, television, and newspaper announcements.

F. **CIVIL DEFENSE WARNINGS AND PROCEDURES:** When a siren sounds, listen to your radio for emergency information and instructions.

1. **HEAVY WEATHER (HURRICANE) CONDITIONS:**

Condition 5: **STANDARD** alert level - 1 June - November 30 - no imminent threat of heavy weather.

Condition 4: **ALERT** - plus 50-knot winds expected within 72 hours.

Condition 3: **READINESS** - plus 50-knot winds expected within 48 hours - **GET READY!**

Condition 2: **WARNING** - plus 50-knot winds expected within 24 hours - **TAKE ACTION!**

Assemble survival kit.
Fill car gas tank.
Cover windows with boards or tape.
Secure loose objects on exterior.

Condition 1: **DANGER**; plus 50-knot winds expected within 12 hours.

Sirens Sound! Listen to radio/TV for instructions. Stay indoors during high winds. When advised, evacuate to shelter.

2. **TSUNAMIS:** Series of Destructive Ocean Waves can be caused by local strong earthquake

Watch Issued - Tsunami Possible - **GET READY!**

Warning Issued - **TAKE ACTION!**

Sirens Sound! Listen to radio/TV instructions.

IF IN SAFE AREA - STAY THERE!

3. **EARTHQUAKE:** (Occurs without warning)

Indoors: Get under desk, table, and supported doorway.

Outdoors: Stay in the open do not enter damaged buildings. Beware of fires, downed power lines, aftershocks.

Driving: Pull over to the side of the road immediately and **STOP!** Stay in vehicle. Do not unbuckle seatbelts. Wait for professional assistance (fire/rescue) before exiting vehicle if tremors reoccur or if surrounding areas are not safe. Do not attempt to continue driving if earthquake was severe enough to cause traffic

accidents or road damage. Keep the roadways open for emergency service vehicles.

ENCLOSURES

Enclosure (1): [Housing Modification Form](#)

Use this form to request an alteration, modification, or addition to your housing unit. See [section 2.02](#), for specific information regarding these types of requests.

Enclosure (2): [Guest Registration Form](#)

Use this form to request permission to have guests stay in your housing unit. See [section 2.16](#), for specific information regarding guests and visitors.

Enclosure (3): [Pet Registration Form](#)

Use this form to request permission to have pets and animals in your housing unit. See [section 2.18](#), for specific information regarding pets and animals.

Enclosure (4): Request for Waiver of Security Deposit Form

Use this form to request a waiver of security deposit for services provided by Hawaiian Electric Co., Gasco, Inc., or GTE Hawaiian Tel. A Coast Guard Housing Representative at Red Hill must sign this form.

HOUSING MODIFICATION FORM

ISC HONOLULU HOUSING FORM HSG-001

U. S. COAST GUARD

NAME (Last, First, MI):

RANK/RATE:

SOCIAL SECURITY NUMBER:

DUTY STATION:

WORK PHONE:

HOME PHONE:

ADDRESS (Street, City, State, Zip Code):

TYPE OF WORK: (CARPENTRY, ELECTRICAL, PLUMBING, MASONRY, ETC.)

LOCATION: (LIVING ROOM, KITCHEN, BEDROOM, FRONT, BACK, ETC.)

DETAILED PLANS: (SKETCH OF MODIFICATION – USE REVERSE SIDE IF NECESSARY)

COST FACTORS

COST OF MATERIALS:

\$

COST OF LABOR:

\$

COST OF CONTRACTORS:

\$

OTHER COSTS:

\$

MEMBER'S CERTIFICATION

I hereby request authorization to modify my government owned quarters as indicated. I certify that I have read, understand, and acknowledge to comply with ISCHONINST M11101.2D, and prior to termination of quarters, it shall be my responsibility to repair the unit to original condition. If approved as a permanent fixture by the Government, it is still my responsibility to maintain the condition of the modification during my occupancy of housing.

_____/_____
Member's Signature Date

☐ HOUSING OFFICE

☐ HOUSING MAINTENANCE

☐ **AUTHORIZED:** But required that the quarters be returned to the original condition prior to vacating. The member shall be liable if restoration is not to original condition.

☐ **AUTHORIZED:** To remain permanently as Government Property.

☐ **UNAUTHORIZED:**

Housing Office

Date

Housing Chief

Date

GUEST REGISTRATION FORM

ISC HONOLULU HOUSING FORM HSG-002

U. S. COAST GUARD

NAME (Last, First, MI):

RANK/RATE:

SOCIAL SECURITY NUMBER:

DUTY STATION:

WORK PHONE:

HOME PHONE:

ADDRESS (Street, City, State, Zip Code):

LIST OF GUEST

1ST GUEST

NAME (Last, First, MI):

RELATIONSHIP:

2ND GUEST

3RD GUEST

4TH GUEST

DATES OF VISIT

FROM:

TO:

MEMBER'S CERTIFICATION

I shall be responsible for the actions and activities of my guest(s) while they are residing with me. I understand any departure from the normal behavior of KKH residents shall be grounds for termination from government housing.

This registration does not permit guest parking in the housing courts. All guests are required to park on the streets adjacent to the housing courts.

_____/_____
Member's Signature Date

_____/_____
Housing Office Date

PET REGISTRATION FORM

ISC HONOLULU HOUSING FORM HSG-003

U. S. COAST GUARD

NAME (Last, First, MI):	RANK/RATE:	SOCIAL SECURITY NUMBER:
DUTY STATION:	WORK PHONE:	HOME PHONE:
ADDRESS (Street, City, State, Zip Code):		
TYPE OF PET(S):		
BREED:		
REGISTRATION TAG #:		
COLOR AND MARKINGS:		

Sec 2.18 ISCHONINST M11101.2D

- A. A pet is considered to be a domesticated animal kept for pleasure, such as a dog, cat, rodent, or exotic bird, brought into the household of the member and their dependents. In regards to the following policy, fish in aquariums will not be counted as pets, but item C.11 below still applies.
- B. When assigned to Coast Guard owned or leased quarters, the member must register their pets with the Local Housing Office. If a pet is desired after occupancy, permission from the Local Housing Office must be obtained prior to bringing the pet into the quarters.
- C. The following are requirements for having pets in Coast Guard owned housing. Except for fish, pets in leased housing are prohibited.
1. A maximum limit of two pets per family has been established. This can be one dog and one cat, or two dogs, or two rodents, etc.
 2. The maximum size of an authorized pet is limited to 75 pounds each in Coast Guard owned housing.
 3. All dogs and cats, or other four-legged animals that may be authorized as pets must wear collars with identification and immunization tags.
 4. Humane treatment and care shall be observed at all times. (food, water, attention...)
 5. All dogs and cats must have proof of immunization in accordance with local and state regulations when being registered, no exceptions.
 6. Expenses incident to registration, immunization, impoundment, boarding, quarantine, or treatment are the responsibility of the member.

7. All pets are to be confined to the unit and/or yard assigned and shall not be permitted to run at large. Permission to modify the yard at your housing quarters (fence, pen, etc.) must be obtained from the Local Housing Officer prior to making changes.
 8. Pets that are vicious or nuisances will not be tolerated in housing areas. If reoccurring problems exist, the member will be required to remove the pet. Regulations require that a dog who barks incessantly must be resolved by the member or the animal will be removed from housing.
 9. Keeping of large domestic animals such as horses, cows, sheep, goats, pigs or other farm animals, as well as snakes, is prohibited.
 10. Commercial breeding of any animal in Coast Guard controlled quarters is prohibited.
 11. Pet damage to housing units, land, landscaping or personal property belonging to other members is the responsibility of the member. Repairs, replacement, and associated costs shall be paid by the member.
- D. Hawaii State Law requires that all incoming animals go into quarantine upon arrival. You should contact the Animal Quarantine Station at:

Animal Quarantine
99-951 Haiawa Valley Street
Aiea, HI 96701
Phone (808) 483-7171

NOTE: It is important to note that owning a pet has no bearing on the housing assignment process. Due to the housing situation in Hawaii, it is not possible to give government housing to all members with pets.

MEMBER'S CERTIFICATION

I certify that I have read, understand, and acknowledge to comply with ISCHONINST M11101.2D, Section 2.18. I also understand that repeated violations may result in removal of my pet(s) from Government housing.

_____/_____
Member's Signature **Date**

_____/_____
Housing Office **Date**

IMPORTANT PHONE NUMBERS

EMERGENCY	SCHOOLS
Fort Shafter Military Police)438-7114 or438-7116 or438-9396 Fire (Federal Fire Department)471-7117 Ambulance (Tripler Army Medical Ctr.433-5700 Poison Control Center941-4411 ISC Officer of the Day541-2490	Red Hill Elementary School ...831-7866 Moanalua Intermediate School .831-7850 Moanalua High School833-1836 Red Hill A+ program831-7863 AMR Youth Center833-5393 AMR After School Program833-5393
ISC HONOLULU	AREA COMMANDS
KKH Housing Maintenance Office Office831-2773 Or831-2756 Or831-2772 KKH Duty Watchstander (pager)530-4321 CG Exchange/MWR KKH Country Store831-2779 KKH Gas Station831-2777 CG Exchange (Sand Island)541-2565 Aloha Kits Owned Housing831-2766 Economy/Leased Housing831-2766 DZB Housing Repairs/Maintenance486-3554 Housing & Transportation Office831-2766 Outbound HHG/POV Shipping541-1500 Housing Check In/Out831-2764 Leased Housing Manager831-2765 Work-Life Administration541-1580 Supervisor541-1581 Family Programs541-1582 Wellness Coordinator541-1583 Child Development Services541-1584 Employee Assistance541-1585 Relocation Assistance541-1586	AIRSTA Barbers Point682-2615 ANT Honolulu541-3219 CEU Honolulu541-2200 CGC ASSATEAGUE541-2492 CGC KUKUI541-2420 CGC RUSH541-2400 CGC JARVIS541-3244 CGC WALNUT541-2430 CGC WASHINGTON541-3260 COMMSTA Honolulu628-4412 D14541-2031 ESU Honolulu541-3272 Group Honolulu541-2488 MSO Honolulu522-8260 NESU Honolulu541-3228 Station Honolulu541-2454 CGC KISKA (Hilo)808-933-6943 CGC KITTIWAKE808-246-0390 Station Maui808-244-7235 MSO Guam011-671-339-2001 CGC SASSAFRS (Guam) ..011-671-339-2006 CGC GALVESTON ISLAND .011-671-339-2007 FEACT (Japan) 011-81-425-52-2511 x8405 MSD Saipan011-670-322-9495 MSD American Samoa ...011-684-633-2299 MSD Singapore011-65-256-2963
PEARL HARBOR	TELEPHONE/CABLE HOOKUP
Inbound HHG Delivery474-4497 or471-8100 POV Terminal (Inbound)471-2040 Q & A (Mover/Shipper Complaints)474-4910	GTE Hawaiian Telephone548-7311 GTE Americast Cable836-3077 Oceanic Cable625-8100 MISC Military Info/Direct Assist ..471-7110

	Animal Control Warden438-7114 Hickam AMC (Space A)449-6833 or449-1515 Hono Federal Employees FCU ...524-4961 Airport Branch422-7979
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